



## Guest Service Representative

<b>Posted:</b>	July 12, 2015	<b>Position:</b>	Agent, Passenger Services
<b>Location:</b>	Vancouver	<b>Status:</b>	Hourly- up to full time position

<p><b>Overview:</b></p> <p>The Successful applicant will take direction from the Director and Station Manager- Passenger Service. As Guest Service Representative are the front line of interaction with Helijet clientelle it is imperative that the individual ensure our standard of service and level of professionalism consistently meet or exceed the needs of our customers. The individual is also expected to work as a team member not just within Passenger Services but with all other Department staff.</p>
<p><b>Duties &amp; Responsibilities:</b></p> <p>The position involves but is not limited to the following duties:</p> <ul style="list-style-type: none"> <li>• Providing the premium customer service</li> <li>• Making and changing reservations</li> <li>• Providing information about all Helijet products and services to guests at our terminals</li> <li>• Passenger &amp; baggage check-in</li> <li>• Maintaining passenger amenities within the terminals</li> <li>• Daily accounting and cash-out</li> <li>• Maintaining a productive working relationship with colleagues and all other departments</li> </ul>
<p><b>Qualifications:</b></p> <p>The successful candidate should have:</p> <ul style="list-style-type: none"> <li>• Previous Customer Service experience</li> <li>• Computer experience</li> <li>• The ability to work a flexible schedule</li> <li>• Excellent communication skills to deal with both internal and external customers</li> <li>• A neat and tidy professional appearance</li> <li>• The ability to work in a group setting</li> </ul> <p>The following would be considered an asset to any applicant</p> <ul style="list-style-type: none"> <li>• Knowledge of the BlueSky Booking reservation system</li> <li>• Graduation from a Travel and Tourism course</li> <li>• Previous airline experience</li> </ul>
<p><b>Transportation:</b></p> <p>Due to minimal public transportation to the area, alternate methods of transportation are an asset.</p>
<p><b>Applicants Contact:</b></p> <p>Resumes with a covering letter may be delivered, faxed or emailed to:                  Helijet International Inc                  Carla Kovacs – Director, Passenger Services                  5911 Airport Road, Richmond, British Columbia V7B 1B5                  Email: carlakovacs@helijet.com                  Fax: 604.273.5301</p>

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