
Job Description – Customer Service Representative-Temporary P/T

Position Summary

The Nanaimo Airport is seeking a part-time Customer Service Representative starting approximately mid-August until the end of October 2020. The Customer Service Representative is the first point of contact for passengers and the general public at the Nanaimo Airport. You are the welcoming face as passengers transit our Terminal or the helpful voice who answers questions or guides calls on the phone. This position reports to the Customer Service Coordinator.

This temporary part-time position is being funded in part by the Federal government's Canada Summer Jobs program. This program stipulates that you must be between the ages of 15 and 30 years on the start date of employment, and you must be legally entitled to work in Canada. The successful candidate will be expected to be available to work variable shifts and different days of the week as needed.

Duties and Responsibilities

Customer Service Representative

Working with the Customer Service Coordinator and team, you will help our passengers and guests to ensure safe travels in and out of the Nanaimo Airport. Your mission is to deliver professional customer service on a daily basis; our customers' needs are your primary focus in this position. Duties and responsibilities include:

- Receive incoming calls and in-person inquiries from the public.
- Use sound judgment and make decisions within established procedures for each inquiry.
- Ensure that all public areas of the terminal are tidy and presentable.
- Assist with passenger queuing and other passenger related tasks as requested.
- Backfill for holidays and/or sick days as required.

Social Media

Working with the Social Media Coordinator, you will contribute to social media content according to Nanaimo Airport social media protocols, schedules and guidelines; duties and responsibilities include:

- Respond to queries or comments via social media.
- Identify opportunities for original content and suggest ways to enhance engagement.
- Assist in developing a posting calendar for each social media platform.
- Develop new ways to generate engagement, including campaigns and promotions.

Safety

At the Nanaimo Airport, safety is our #1 concern and is cultivated by all who work here. As an employee of the Nanaimo Airport Commission, you will undergo safety and security training specific to airport operations.

As a front-line employee working in the Airport Terminal, you will also be fully trained in all Nanaimo Airport COVID-19 protocols regarding wearing face coverings, disinfecting surfaces and maintaining safe social distancing while on shift.

Additional Duties and Responsibilities

You may be assigned additional tasks, duties and responsibilities as required from time to time.

Knowledge, Skills and Abilities

- Excellent customer service skills with ability to listen and resolve customer issues.
- Computer savvy and experience preferred using social media platforms including Facebook, Twitter and Instagram.

Qualifications

- Minimum one year recent customer service experience.
- Experience in social media or marketing considered an asset.

Work Environment and Physical Demands

- Work area is 95% indoors in a climate-controlled environment with moderate to high background noise.
- Must be able to easily shift between standing, walking and sitting throughout the day.
- Frequent use of computer to create social media posts and respond to customer queries.
- Required to wear a mask or face covering at all times while inside the Terminal building.

Apply Now

The Nanaimo Airport Commission offers an exceptional working environment where teamwork is the norm and collectively, we get our passengers safely on their way. We offer training and support to help our employees succeed in their roles.

To apply for this opportunity, submit your resume and cover letter in pdf format including why you are the right candidate for this position to careers@nanaimoairport.com. Applications will be accepted until 4:30pm on Wednesday, August 12, 2020, with anticipated start date of August 17, 2020 or thereabouts.

We look forward to hearing from you.