



Employment Opportunity

Chieftain Energy – Customer Service Team Lead

Competition#: 4N20-052
Wage: Commensurate with Experience
Hours of Work: Full-Time (35-40 hours per week)
Duration: Permanent
Location: Whitehorse, Yukon
Closing Date: Until Filled

The partners of Chieftain are excited and committed to powering Yukon's future and operating in business that enhances the lives of Yukoners, enriches the lives of its employees and shareholders and above all else delivers a competitive product to its customers. As an Air North employee via Chieftain you will be offered a top-tier benefits package that includes competitive salaries, extended health and dental, Group RRSP plans and extensive travel perks with various carriers hosted through MyID Travel.

The Customer Service Team Lead will report to the Administration Manager, and is responsible for overseeing Chieftain's day-to-day customer-facing service, clerical, and administrative activities. A pro-active, customer-first approach to handling all incoming and outgoing telephone, email and in-person contacts will be critical to the incumbent's success in this role.

Would you describe yourself as having:

- A calm demeanor with a positive and proactive approach to problem-solving
- A demonstrated commitment to customer service excellence, professionalism and continuous improvement
- The ability to manage and prioritize deliverables in an environment of change and peak client demand
- An aptitude to grasp new applications, systems and software
- The ability to be a team player and effective communicator, helping others understand and make use of insights related to the root causes of problems
- Strong written and oral English communication and interpersonal skills

Key responsibilities include:

- Preparing individual work schedules, rotations and assigning daily tasks
- Administering payroll, and time and attendance for direct reports
- Liaising with other departments to ensure records, files, spreadsheets, databases and applications remain up-to-date
- Maintaining client information and physical files, in line with privacy and credit policies
- Liaising with the Accounting team in developing front-end processes and tactics to maintain accounts and collect on overdue amounts
- Maintaining the cleanliness, care and safety required for a healthy environment

Qualifications/Conditions of Employment:

- 2-year diploma in the field of Business or Office Administration
- Minimum 2 years' supervisory experience in a fast-paced customer service or support role
- Proficient in Microsoft Office (Outlook, Word, Excel etc.)
- Strong understanding of basic accounting principles (Sage50 experience an asset)
- Proven expertise in identifying, investigating and resolving operational issues and customer escalations
- Maintain a high degree of professionalism with third-parties and represent Chieftain as a company that values safety, professionalism and environmental stewardship
- Must be a Canadian citizen, Permanent Resident or show proof of eligibility to work in Canada

How to Apply:

Quoting competition #4N20-052, please submit your resume and cover letter to the Human Resources Department.

Email: careers@flyairnorth.com
In Person: Air North Office, 150 Condor Road, Whitehorse, Yukon

Air North, Yukon's Airline is committed to employment equity, and has been serving Yukoners for over 40 years. We offer competitive wages, an attractive benefits package including great travel perks, and an enriching work environment for our 500+ employees.

We wish to express our appreciation to all applicants for their interest in this position. Due to the substantial volume of applications we receive, only candidates selected for an interview will be contacted. Applicants must clearly indicate that they meet the minimum qualifications to be considered for a position.

flyairnorth.com

150 Condor Road
Whitehorse, Yukon
Y1A 0M7
Canada

USA/CANADA
1.800.661.0407

PHONE
867.668.2228