



Employment Opportunity

Chieftain Energy – Senior Customer Service Administrator

Competition#: 4N20-052
Wage: Starting \$25.00, commensurate with experience
Hours of Work: Full-Time (35-40 hours per week)
Duration: Permanent
Location: Whitehorse, Yukon
Closing Date: December 1st, 2020

We're looking for a driven individual that has a passion for providing superior customer service and overseeing daily operations of a small team.

If you have exceptional organizational skills and a desire to lead a team driven by customer service excellence, we want to hear from you!

Why work for us?

- Phenomenal flight benefits – local and international!
- Extra travel benefits such as hotel and cruise deals
- Employer paid health & dental benefits
- Group RRSP investment options
- Fuel discounts

What does this role involve?

- Coordinating responses to customer requests and contacts
- Overseeing daily clerical and administrative activities
- Delegating tasks to meet established operational goals
- Liaising with other departments in a collaborative and communicative manner
- Investigating and resolving service issues
- Supporting the launch of new products, services, systems, applications and software

What are the requirements for this role?

- 2-year diploma in the field of Business or Office Administration or equivalent
- 2 years' experience in a fast-paced customer service environment or equivalent setting
- Experience resolving operational issues and customer escalations
- Proficient in Microsoft Office (Outlook, Word, Excel etc.)
- Strong understanding of basic accounting principles (Sage50 experience an asset)
- Demonstrated experience delegating, setting, tracking and supporting a team to reach targets
- Must be a Canadian citizen, Permanent Resident or show proof of right to work in Canada

How to Apply:

Quoting competition #4N20-057,
please submit your resume and cover letter to the HR Department:
careers@flyairnorth.com

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

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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.

