



Employment Opportunity

Charter & Fixed Base Operations (FBO) Coordinator

Competition #: 4N23-008
Wage: Commensurate with experience
Hours of Work: Permanent Full-time (40 hours per week)
Location: Whitehorse, Yukon (remote work to be considered preferably Yukon based)
Closing Date: Friday, February 3, 2023

We are seeking an individual who takes pride in their work with integrity and accountability. Who brings a positive attitude to the workplace environment and is seeking employment with a family orientated company that prides itself on delivering an authentic and trusted product while working in a department that is fast-paced, requires on-your-feet thinking, professionalism, and inter-personal skills.

Reporting to the Director of Charters, FBO & Corporate, the **Charter & FBO Coordinator** will be responsible for providing a customer-centric approach to the planning and delivery of customer trip logistics through to the proper documentation and administration of each customer interaction by aiding in all areas of Air North, Yukon's Airline's Charter and FBO operations.

Why work for us?

- Flight benefits for you and your family on Air North and over 75 international airlines!
- Vehicle and home heating discounts with our subsidiary company – Chieftain Energy
- Employer paid health and dental benefits
- Group RRSP investment options
- Opportunities for advancement in your career

You would be a great fit if you have the following:

- Arrange trip logistics including FBOs, ground transportation, catering, customs, and slot times
- Operate as the point of contact for clients trip logistics via phone calls, emails and face to face interaction while, providing superior customer service at all times
- Work with various computer software programs to flight follow ensuring clients and service providers are updated of changes as required
- Administrative duties as required to facilitate the departments delivery of a customer-centric product
- Deliver on our authentic Yukon hospitality standard that sets apart Air North, Yukon's Airline from others
- Ability to work under pressure in a fast-paced team environment while maintaining accuracy and efficiency
- Excellent attention to detail, organizational & time management skills in different and developing environments
- Flight logging along with revenue and expense tracking duties to facilitate post flight or FBO service invoices to clients
- Participate in a variety of shifts including mornings, days, evenings, weekends, holidays and/or on-call to provide 24/7/365 availability to our clients.

Qualifications/Conditions of Employment:

- Flight Operations System knowledge or previous Flight Coordinator experience a definite asset
- Degree or Diploma in a Business Administration role, Travel and Tourism, Aviation and Hospitality Services considered and asset
- Ability to work flexible schedules to support the 24/7/365 operation
- Minimum of 5 years of customer service experience
- Strong computer skills including Microsoft Office 365
- Fluent in English, including excellent written and oral communication
- Familiarity with aviation regulatory environment is an asset
- Must be a Canadian citizen, Permanent Resident or show proof of right to work in Canada.

How to Apply:

Quoting competition 4N23-008, please submit your resume and cover letter to the Human Resources Department by Friday, February 3, 2023 (17:00 PST) to:

flyairnorth.com

150 Condor Road
Whitehorse, Yukon
Y1A 0M7
Canada

USA/CANADA
1.800.661.0407

PHONE
867.668.2228

Email: careers@flyairnorth.com

In Person: Air North Office, 150 Condor Road, Whitehorse, Yukon

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

Air North, Yukon's Airline is committed to employment equity, and has been serving Yukoners since 1977. We offer competitive wages, an attractive benefits package including great travel perks, and an enriching work environment for our 600+ employees.