

## **Customer Service Agent**

### **Job Description**

Dynamic Quebec Airline is seeking a high energy person with a positive attitude and be part of a customer service representative team at our Montreal location. We offer a great working environment and a competitive compensation package.

### **Job Objective**

The successful candidate will be responsible for interfacing with clients, to manage flight boarding, to work as part of the flight team including the pilots, the dispatch team and sales staff, to safeguard all aspects of passenger air travel. Early mornings and weekend hours are required.

### **Key Accountabilities**

- Attend to all passengers
- Prepare flight manifests
- Work with reservation computer software programs
- Have a pleasant telephone style
- Network with clients prior to the departure

### **Desired Skills & Experience**

- Airline/Aviation industry experience a plus
- Fluency in French and English
- Prior experience in a customer service field a plus
- Able to lift up to 50 lbs. of luggage
- Is able to multi task
- Possess good interpersonal skills with a high level of honesty and integrity
- Exceptional communication skills
- Is well organized, detail oriented with strong time management skills
- Ability to work as an effective team player in a fast paced environment

This position is with PASCAN, the Quebec's largest independent airline. If you are a positive person interested in joining a forward thinking team of aviation professionals, please apply online.

### **ABOUT PASCAN AVIATION**

[www.pascan.com](http://www.pascan.com)

PASCAN's vision of offering a safe, reliable, efficient and caring airline is our foundation. Founded in 1999, PASCAN, with its head office is located at the Montreal, Saint-Hubert Airport (CYHU), employs more than 300 aviation professionals. PASCAN owns a fleet of 27 aircraft assigned to more than 80 daily flights throughout Quebec, New Brunswick, Newfoundland and Labrador.