



Customer Service Agent

Job description

Central Mountain Air is a western Canadian privately owned and operated company. We offer a family-oriented, team-based work environment with a focus on safety, on-time performance, and exceptional customer service. Central Mountain Air is currently looking for part-time Customer Service Agents out of our Prince George base.

Customer Service Agents are part of a team that works in conjunction with crew members and ground agents to escort and board passengers, take reservations and maintain baggage accuracy and safety. Customer Service Agents report to the Customer Service Supervisor and are an integral part of our team.

Job Responsibilities

- Check-in and greeting passengers, taking reservations and handling payments (when necessary)
- Responding to passenger inquiries
- Assisting passengers with disabilities during deplaning and enplaning
- Processing baggage and cargo
- Gate operations and flight closure, communicating load counts to flight crews
- Ability to lift up to 50 lbs
- Other duties as assigned

Job Requirements

- Superior customer service skills
- Good communication and interpersonal skills
- Ability to work independently as well as in a team environment
- Ability to work flexible hours, including split shifts and weekend coverage
- Willingness to work outside in adverse weather conditions
- Good computer skills
- A positive attitude with the ability to be flexible
- Must be able to obtain and retain an Airport RAIC

Benefits of Working at Central Mountain Air (part-time employees)

- Standby travel within Central Mountain Air network for employees, their eligible family members, and their buddies (not including fees and taxes)
- Free cargo shipping for employees on CMA flights

Starting pay rate will depend on experience. Please submit your application to jobs@flycma.com with the position you are applying for in the subject of your email.



Central Mountain Air

Central Mountain Air is an equal opportunity employer and values diversity in our workplace. Our requirement is that you have the skills and abilities to do the job and the attitude of a team player. We encourage applications from all qualified individuals regardless of race, nationality, ethnic origin, color, religion, age, sex, sexual orientation, marital status, family status, and disability.

Central Mountain Air thanks all applicants, however, only those selected for an interview will be contacted.