



Position Description

Airport Operations Supervisor.

POSITION TYPE: SUPERVISOR
REPORTS TO: GENERAL MANAGER

POSITION SUMMARY

Reporting to the General Manager, or designate, the Airport Operations Supervisor is responsible for the safe and efficient travel experiences of HTLP's guests and staff. The Supervisor will ensure proper handling guest fish issues and supporting the HTLP Operations team as required. The Airport Operations Supervisor supervises other members of the Airport team. This is a full-time seasonal position, from early April to early September, based out of our Richmond office. Weekend work is required.

KEY DUTIES AND RESPONSIBILITIES

- Oversee and conduct established check-in procedures for all flights, in conjunction with Pacific Coastal agents, ensuring effective communications
- Travel with guests to Sandspit and return to YVR, assisting with safe and effective deplaning and guest boarding and deplaning and boarding of helicopters.
- Prepare and implement use of any documents necessary for guests travel
- Maintain good customer relations, and ensure respectful and effective communication with all guests,
- Ensure that all procedures are followed for tracking data and freight.
- Assist with HTLP's special events as required
- Other related duties as required

KNOWLEDGE, SKILLS AND ABILITIES

- Excellent customer service, including verbal, written and interpersonal communication skills
 - Basic level computer skills using MS Office
 - Physical capacity – able to lift up to 50 pounds
 - Strong organizational, detail, and multi-tasking/ problem solving skills; deadline oriented
- Ability to work independently and in a team environment

TRAINING, EDUCATION AND EXPERIENCE

- Grade 12 or equivalent. Additional post-secondary education/training an asset
- Previous experience working in a customer service position is required. Experience in the tourism industry, specifically aboriginal tourism or sports fishing would be an asset.
- Valid B.C. Class 5 Driver's License

Forklift driver certification and transportation of dangerous goods certification would be an asset

Or the equivalent combination of training, skills and experience.