



Position Description

Airport Operations Team Member.

POSITION TYPE: EMPLOYEE

REPORTS TO: AIRPORT OPERATIONS SUPERVISOR

POSITION SUMMARY

Reporting to the Airport Operations Supervisor, the Airport Operations Team Member is responsible for the safe and efficient travel experiences of HTLP's guests and staff. Other duties include assisting the HTLP Operations team as required. This is a part-time seasonal position, from late May to early September, based out of our Richmond office. Shifts are Wednesdays and Sundays only.

KEY DUTIES AND RESPONSIBILITIES

- Assist with freight movement from HTLP office to airport
- Ensure accurate and complete freight loading of charter aircraft
- Participate in guest airport check in as required, in conjunction with Pacific Coastal agents
- Travel with guests to Sandspit and YVR, assist with deplaning and boarding as instructed
- Assist guests with luggage and fish pick up as necessary
- Assist with HTLP's special events as required
- Other related duties as required

KNOWLEDGE, SKILLS AND ABILITIES

- Excellent customer service skills
- Excellent verbal and interpersonal communication skills
- Ability to lift up to 50 pounds, and able to stoop and bend
- Strong organizational, attention to detail, problem solving, and multi-tasking skills
- Ability to work independently and in a team environment
- Able to work in a fast-paced environment while being flexible and adaptable to change
- Ability to travel within B.C.

TRAINING, EDUCATION AND EXPERIENCE

- Grade 12 or equivalent.
- 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

Or the equivalent combination of training, skills and experience.