



## Customer Service Representative

### **Interested in accelerating your career with the most awarded Air Cargo Airline in Canada?**

Cargojet is Canada's leading provider of time sensitive overnight air cargo services and carries over 1,300,000 pounds of cargo each business night. Cargojet operates its network across North America each business night, utilizing a fleet of all-cargo aircraft. Cargojet has been awarded one of Canada's 50 Best Managed Companies, and the 2018 Shipper's Choice Award as Canada's Cargo Airline and Carrier of Choice by the Canadian Transportation and Logistics Magazine.

Being part of Cargojet will allow you to become a part of a diverse and vibrant family at the leading edge of the air cargo industry both domestically and internationally. Cargojet team members are dedicated, hardworking and have a strong sense of leadership and commitment.

We are seeking an enthusiastic Customer Service Representative for an immediate opening for a 12 month contract basis to be based out of the Hamilton Airport location.

## Job Description

**Primary Objective of the Position:** Under the general direction of the Customer Service Manager, the chosen candidate will be responsible for providing extensive, courteous and informative service to all our customers by ensuring accurate on time information is transmitted to our customers and adhering to Company procedures and Regulatory Authorities.

### **Essential Position Functions:**

- Answer phones and emails in a proper and timely manner.
- Promptly notify all customers, via email or phone affected by flights that are delayed or cancelled.
- Identify and assess customers' needs to achieve full satisfaction and resolution.
- Assist Duty Managers and Shift Managers with recovery plans during irregular operations.
- Provide customers with accurate, valid and complete information using correct tools/methods e.g. Network Schedule.
- Arrange bookings for customers, including any requirements beyond airport-to-airport.
- Help customers resolve issues/concerns with freight including; tracing, alternate arrangements to destination, and paperwork errors.
- Arrange trucking for various shipments within Canada, US and Europe.
- Accurately input AWB/freight information into customs system.
- Complete various reports for customers.
- Provide customers with accurate air freight and trucking quotes.
- Assist International Coordinator in booking, tracking and tracing international shipments.
- Maintain internal lost freight database and follow up with bases/customers when required.
- Perform other duties incidental to the work described herein.

### **Minimum Qualifications:**

- High School Graduate Diploma or equivalent.
- 1-3 years previous Customer Service experience or equivalent, preferably in a call centre.
- Good computer skills including proficiency in Microsoft Office – Outlook, Word and Excel.



- Ability to think analytically and execute tasks maturely in a fast-paced environment.
- Excellent communication, problem-solving and time-management skills.
- Ability to work well in a team environment.
- Working knowledge of ISO & Movement Control would be an asset.

**Important to Know:**

- Cargojet is an equal opportunity employer. We thank you for your interest. Only those candidates selected for an interview will be contacted.
- We are committed to providing accommodations for persons with disabilities. If you require accommodation, we will work with you to meet your needs.
- At Cargojet, we make safety the highest priority. Because of this priority and as we operate in a safety sensitive environment, we require all employees to abstain from consuming Cannabis, in and outside of the workplace. This is a critical element of our drug and alcohol policy that all employees must comply with at all times

Job Types: Full-time, Contract

To apply for this opportunity, please send your resume and a cover letter to [hr@cargojet.com](mailto:hr@cargojet.com)