



Positions: 2
Benefits: Yes (after 3 months)

CUSTOMER SERVICE AGENT 1 - TRAINING/PROBATIONARY PERIOD

Introduction

The Customer Service Agent 1 (CSA1) position is the training probationary period for the applicant. Probationary period will take a minimum of three months. After three months applicant will undergo an employee evaluation and see if they qualify for the Customer Service Agent 2 position.

Basic Function

The basic function of the Customer Service Agent 1 is to answer the phones, book flights/seats, and perform basic dispatch duties for McMurray Aviation. They are required to interact in customer service and assist in administrative duties as directed by management.

Qualifications

In order to qualify for this position the applicant must meet the following criteria:

- Have Their High School Diploma or the equivalent to
- Have either a Office/Business Administration, Dispatch Certificate or at least three years experience in an office administration role.
- Must be experienced and Current with Microsoft Office
- Have a pilots license or interest in the aviation field

Programs Used

Applicant will be using/taught how to use the following programs:

- Skyline:** A remote server based program used for our Fort Chipewyan scheduled flights. This program is used to book seats, receive freight and print way bills, and manifest our passengers.
- GFO:** Used to dispatch, and schedule aircraft for pilot purposes. (ex. Flight training, chartered flights, etc.)
- Quickbooks:** Used to make sales receipts for flights/training not used by Skyline.
- Interact Machine:** Machine must be downloaded every night and slips given to Accounts receivable or the CSA4.

Work Environment

McMurray Aviation is a very fast paced industry. Applicant must be able to adapt to sudden changes, make fast decisions, and remain calm and pleasant. Most of the time your shift will take place in a office environment, but may be required to help receive freight on occasion.

See Customer Service Agent 1 job description for a more detailed description.