



**Positions: 2**  
**Wage: \$18/hr**  
**40 hrs/week**

## **CUSTOMER SERVICE AGENT 1 (CSA1) - SUMMER STUDENT**

### **INTRODUCTION**

The CSA - Summer Student position is a full time four month work term from May 1st - August 25th.

### **BASIC FUNCTION**

The basic function of the CSA - Summer Student 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.

### **WORK ENVIRONMENT**

The CSA - Summer Student must be able to adapt to sudden changes, make quick decisions, and remain calm and pleasant. They will work mostly in an office setting but on occasion out in the field.

### **QUALIFICATIONS**

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

- Must be enrolled in a post secondary/University program in the Fall
- Have the ability to read and write English
- Have basic mathematical skills; must be able to deal with money and time calculations
- Must be experienced and current with Microsoft Office
- Must know the basics of Windows Operating System
- Have their own transportation

### **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.

**Office 365:** Used for all office functions such as email, file sourcing, & composing documents.

**See CSA 1 Job description for more detailed description.**