



Build More Than Just A Career

Our people are our success. They are also adventure-seekers and difference-makers who are committed to a shared vision – to offer the best of the best in project delivery services. When you join ONEC Logistics Kitamaat LP, you join a community that seeks to help you build more than just a career. You will build working relationships and partnerships that become friendships, build ideas that become realities, and build skills that help you grow personally and professionally. We want you to love what you do so that together, we can do great things.

About ONEC and ONEC Logistics Kitamaat LP

ONEC Group Inc. has been building projects in Western Canada for over 20 years. As an EPC and EPCM provider, our services include multi-disciplinary engineering, design, construction, project management, geomatics and survey, and scaffolding services. We are the only mid-sized firm in our industry that offers this collective expertise under one roof. Because of our company's size, clients get to know our team and always work with the same people, resulting in stronger working relationships and efficiency. We are agile in our approach to project delivery because we are able to pivot quickly and adjust our standard processes to suit specific clients' needs. ONEC believes in local leadership and engaging top talent from the communities we work in. We understand that local knowledge and presence is key to not only our overall business success, but the economic success of the communities we work in. ONEC is pleased to provide various services in partnership with Haisla Nation.

Location

Northwestern British Columbia includes the cities of Terrace, Kitimat, and Prince Rupert, as well as surrounding First Nations' communities. With multiple major projects positioned in the area, Northwest BC is the heart of impending economic opportunity within the region. Not only has LNG Canada committed to proceed with their \$40 billion project; but additional projects are positioned to move ahead. As part of the ONEC team, you will embark on projects throughout this region alongside majestic mountains, flying eagles, rushing rivers, and the awe-inspiring Pacific Ocean. Your life will surely be an adventure.

Job Details

Job Title: Customer Service Agent (CSA)

Number of Openings: 2

Anticipated Start Date: as soon as possible

Job Type: On-call Casual; flexibility is required (no guaranteed hours)

Minimum Level of Education: High School Diploma

Required Skills: Excellent Customer Service Skills, Excellent Communication Skills, Safety Training, Level 1 First Aid, Basic Computer Skills, Accurate Data Entry Skills, Problem Solving, Ability to work in a Team Environment, Driver's License, Clean Driver's Abstract, Clean Criminal Record Check required to obtain an airport security pass

Years of Related Experience: 1-2 years in aviation is considered an asset; training will be provided

Locations to be Supported: OLK Flight Centre, 4345 Bristol Rd, Terrace, BC V8G 0E9 and Kitimat Camps

Application Deadline: Friday, November 27th at noon

Position Summary

Primary responsibility is to ensure a smooth and safe transition for all passengers utilizing charter flights. The CSA completes the preparation stages for flight check in, ensuring all passengers who have flight bookings with the charter airline will have a boarding pass available to them when they arrive.

Other responsibilities include:

- Print passenger boarding passes and process passengers to waiting area.
- Utilize Flight Manifests checking against boarding passes to ensure there is a pass for all passengers.
- Prepare and stamp luggage tags for flight destinations.
- Ensure all passengers have proper photo identification matching their name to manifests.
- Weigh and tag passenger luggage for intended destination and ensure passengers have properly identified their luggage with name, phone number, etc.
- Liaise with the airline staff the list of passengers checked in as well as total number and weight of luggage for each destination (report no-shows and go-shows).
- Address all passenger inquiries regarding check in times, baggage allowance, delays, etc.
- Attend CSA tool box meeting.
- Assist with other duties as required.
- Perform all duties in a safe, positive, and courteous. Will strive to have a level of professionalism in keeping with ONEC Logistics Kitamaat LP standards, rules, and policies.

Note: This is a general description of the duties performed by a Customer Service Agent.

Environmental and Physical Demands

- Exposure to outside weather conditions, noise, dust, fumes, and dirt.
- Constant forward-flexed spine while standing or sitting at workstation.
- Repetitive bending while tagging and lifting luggage up to 50 lbs.
- Requirement of constant visual and mental focus while completing check-ins.
- Highway driving in all weather conditions in day or nighttime; either personal vehicle or company vehicle.
- Flexible work hours (irregular operations due to weather or other airline related delays).

Personnel Protective Gear

- General-purpose work gloves for summer and winter.
- Steel-toe work boots.
- Clothing to protect against the elements in summer and winter.
- Clothing to protect against the rain (rain jacket and rain pants).

*All other required PPE such as high-vis and ear protection gear will be provided by the employer

Application Instructions

ONEC Group Inc./ONEC Logistics Kitamaat LP is an equal opportunity employer. Positions are filled by means of open competition where the selection is based on job-related skills, training, experience and suitability. Final candidates will be asked to provide references. The results of the reference check must be acceptable to ONEC Group Inc./ONEC Logistics Kitamaat LP.

We thank all applicants in advance; however, only individuals selected for interviews will be contacted.

ONEC Group Inc./ONEC Logistics Kitamaat LP accepts resumes via online application at <http://onecgroup.com/careers/> or via email at hr@onecgroup.com Please only submit in PDF or Word format.