



**Mississippi Airways**

## **Customer Service Representative**

Mississippi Airways is a customer oriented, safety driven air carrier who offers a wide range of services including Executive Charters as well as Medevac and Scheduled Service to the communities of Manitoba and beyond. Mississippi Airways is proud to be the only 100% First Nations owned air service in Northern Manitoba and one of the oldest First Nations air services in Canada.

Mississippi Airways is currently seeking a Customer Service Representative. This is a full time position based in The Pas, Manitoba.

### **Position Overview:**

Under the direction of the Operations Manager, the Customer Service Representative will perform processing of reservation transactions to ensure that travel records are maintained in an effective, up to date and accurate manner, reconcile incoming cash, debit machine & visa receipts to invoices on a daily basis, process charter invoices on a daily basis and perform cash out procedures, collect baggage, record all incoming and outgoing freight on the applicable forms for tracking purposes and prepare invoices, trace lost, delayed, or misdirected baggage for customers as required.

### **Qualifications:**

- The successful applicant is required to be a self-starter with excellent organizational, problem solving, interpersonal and communication skills and must possess the ability to work with minimal supervision and changing priorities.
- The incumbent will have the ability to pass a criminal background check.
- Great customer service experience is considered a must, with a friendly demeanor and helpful attitude.

If you are interested in exploring this opportunity and being a part of our team, please submit your Resume, Cover Letter, and References to **[opsmanager@mississippiair.ca](mailto:opsmanager@mississippiair.ca)**