

The Toronto Port Authority (“TPA” or the “Authority”), established in June 1999 under the Canada Marine Act, operates the Port and related facilities in a fiscally responsible manner for the benefit of the City of Toronto, the Province of Ontario and Canada. It has several businesses, including Port Operations, Property Administration, Billy Bishop Toronto City Airport and the Outer Harbour Marina. The TPA is currently looking for a:

RECEPTION/CUSTOMER SERVICE SPECIALIST

Billy Bishop Toronto City Airport

Report to the Administration Manager, the Reception/Customer Service Specialist is required to maintain a high professional and personal standard of attitude, behaviour and appearance. He/she is responsible for providing the highest level of customer service, to internal and external customers by managing the front desk and interacting with clients/customers via phone and in person. Also, the Customer Service Specialist will assist with arranging appointments, answering questions regarding proper completion of Restricted Access Identity Card application process and provide support to the day-to-day operation of the Airport Office.

QUALIFICATIONS:

- Minimum 2 years’ experience in reception/administration, preferably in an aviation or related industry.
- Post-secondary education in Administration, or equivalent.
- Possess strong customer service, interpersonal and communication skills
- Team player, organized, self-motivated, able to work independently, take initiative, set priorities and meet deadlines.
- Proficiency with Microsoft Office (Word, Outlook, Excel, PowerPoint), and with use of office equipment including computer, voice messaging systems, fax, photocopier.
- Bilingualism or working knowledge of French preferred.

DUTIES & RESPONSIBILITIES:

Reception

- Greets visitors, determines nature of visits and maintains an organized and a professional reception area.
- Demonstrates proper phone etiquette in response to telephone enquiries, in taking messages, redirecting calls, scheduling appointments and assisting with proper completion of Restricted Area Identification Card applications.
- Establishes a total awareness/company knowledge; Receives customer complaints, redirects to appropriate department and ensures quality customer service.
- Liaises with external individuals, understands Billy Bishop Toronto City Airport policy and provides information regarding various services, i.e. ferry hours, shuttle bus, parking, landing fees, etc.
- Processes, sorts and distributes daily incoming and outgoing mail/deliveries.

Administration

- Provides routine administrative support to include composing and typing documents, create spreadsheets, data entry, send emails, filing, faxing, photocopying, etc.
- Sets up computerized and manual files and files a variety of documents
- Coordinates paper flow, ensuring signatures are obtained and that data is complete.
- Evaluates office inventory and orders office supplies while managing office spending.
- Prepares purchase orders, invoices, credits and cheque requests.
- Processes Visa and MasterCard payments for landing fees and vehicle ferry escort charges.

Other

- May be required to assist with passenger movement in BBTCA Ferry Terminal.
- Complies with Toronto Port Authority policies and procedures.
- Performs other tasks as assigned by the management.

COMPENSATION: Salary range from \$28,000 to \$33,000 plus a competitive benefits package.

Please e-mail resume with covering letter to: hr@torontoport.com, stating Reception/Customer Service Specialist in the subject line. We thank applicants for their interest in the position. However, only applicants chosen for an interview will be contacted. The Toronto Port Authority is an equal opportunity employer.

Interested applicants are invited to visit the TPA website at www.torontoport.com for further information about the Toronto Port Authority.