



Customer Service, Registration and Administration

Skydive Toronto Inc has the following job opportunity available. The duration of this position is from mid-April to September 2024, with the potential to extend into fall months, October to November.

Term of Employment:

Full time position - including weekends and holidays
Part time position – including weekends and holidays

Description:

Day-to-Day Responsibilities

- Register skydiving students
- Front line customer service
- Sales of gift certificates and merchandise
- Welcoming and seating customers for their tandem training video
- Reviewing registration waivers, inputting them into the computer, and taking payments from customers
- Gearing and de-gearing tandem students before and after their jump
- Answering customer emails, phone calls, taking reservations
- Enhancing customers experience onsite
- Full training on industry specific software will be provided
- Full training on skydiving information will be provided as needed
- Retrieving parachutes from the landing area

Individual Positions

As your strengths are recognized, you may be chosen for one of the positions below

- Video Sales and Gear Up** – harness and give orientation to customers, troubleshoot and fix media package issues, assist in customers finding their delivered videos, and send raw footage
- Manifester** – the heart of operations, dispatch customers and airplane loads, manage tasks to keep the daily operations running smoothly
- Internal Sales Lead** – chase and follow-up with missed enquiries/phone calls, and large groups

General Site Cleaning

Daily maintenance of the facility including cleaning washrooms, dusting work areas, sweeping and mopping floors, picking up garbage, etc.

Assisting Management

- Assisting management with various projects
- Transcribing from the Operations Manager
- Assisting the promotions coordinator with various projects
- Other duties as required

Skydive Toronto Inc. Cookstown Aerodrome, 3065 4th Line, Cookstown ON L0L 1L0

1 705 458 9339 or 1 800 668 5867 | info@skydivetoronto.com | www.skydivetoronto.com

Job Requirements:

Legal to work in Canada
Ability to communicate proficiently in English
*Additional languages are an asset
Ability to work a flexible schedule, which includes weekends
Strong problem-solving skills with the ability to deal with customer tactfully, effectively, and empathetically in a fast-paced environment
Physical strength and endurance are required to harness tandem customers
Reliable and focused on customer satisfaction
Self-starter, take initiative, assess priorities, and multitask
Strong computer skills with experience using 'Microsoft 365'
General MS office and typing skills
Possess an appropriate amount of energy to get things done
Results orientated, focused, empathy towards customer, great at teamwork
Work well in a high energy, fast paced environment

Work Site Environment:

Cookstown Aerodrome, Cookstown, Ontario
Airfield in a rural location
Public transportation is not available

Remuneration:

\$16.80 per hour + commission

Applications:

Skydive Toronto participates in the government sponsored "Canada Summer Jobs" program, which is an employment program. Applicants must meet the requirements set forth by the government:

- No older than 30 years old at the beginning of employment
- Canadian Citizen or Permanent Resident or Refugee Protection Act for the length of the employment
- SIN # at the start of employment

https://www.canada.ca/en/employment-social-development/services/funding/canada-summer-jobs/screening-eligibility.html?fbclid=IwAR1kdOixjg2KIy0CD6K9BX_wPUI41e5hYZ8F1I36kJCIndRChEIOBI_vie4

Email to: joinourteam@skydivetoronto.com
Subject Line: Customer Service Representative

***Note: Resumes will be reviewed at the end of January, 2024. Interviews will begin in February.

While we appreciate all applications, only those having the required ratings and qualifications and selected for an interview will be contacted.