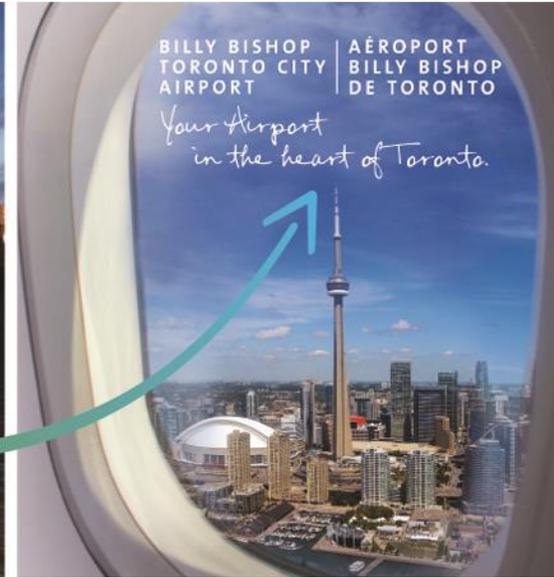
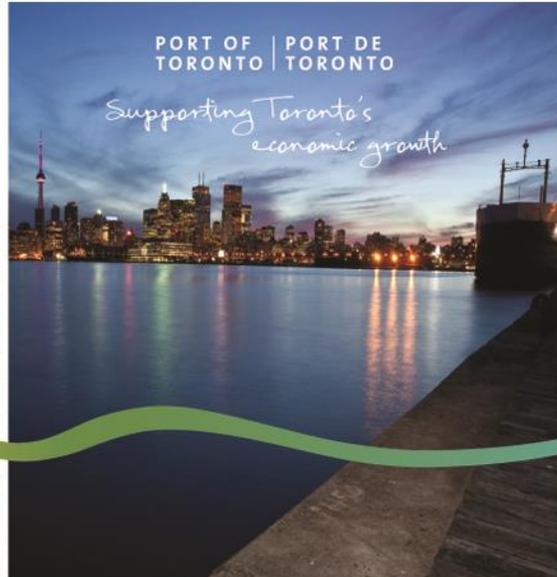
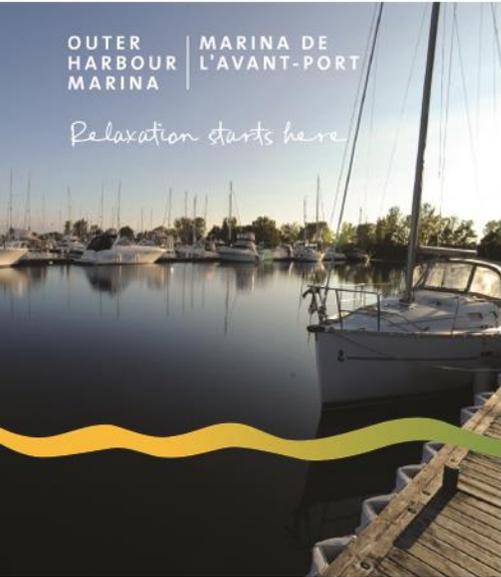


• *your* TORONTO • *your* WATERFRONT • *your* OPPORTUNITY



LEAD CHANGE AND MAKE AN IMPACT  
IN CANADA'S BIGGEST CITY



The Toronto Port Authority, doing business as PortsToronto operates the Billy Bishop Toronto City Airport, the Port of Toronto and the Outer Harbour Marina. We are proud to be partners in securing Toronto's economic prosperity and enhancing its beautiful waterfront.

If you're looking for a great career and a chance to make an impact, PortsToronto has the following exciting opportunity awaiting you:

## **Customer Service Specialist - Bilingual** **BILLY BISHOP TORONTO CITY AIRPORT (BBTCA)**

The position of Customer Service Specialist is a support role that manages the PortsToronto reception area at the BBTCA administration office.

This role has the responsibility to respond to all telephone inquiries, greet and attend to the needs of airport tenants, customers and visitors. This role also provides administrative and finance/accounting support for the day-to-day operation of the Airport Administration Office. This position reports directly to the Airport Administration Manager. This is a bilingual position that is located at the BBTCA.

The Customer Service Specialist is also responsible for all financial functions including airport administration for Accounts Receivable and Accounts Payable, reporting requirements and payroll data entry on a bi-weekly basis. This role assists with arranging appointments and answering questions regarding the application process for the Restricted Access Identity Card and Airside Vehicle Operators Permit.

## **MAJOR RESPONSIBILITIES:**

### **Administration/Reception Duties**

- Greet and welcome visitors, determine the nature of visits and advise staff of visitor arrival
- Respond to telephone inquiries, provide information, receive messages and redirect calls
- Liaise with external individuals and provide information regarding various services, i.e.: ferry hours, shuttle bus, parking, landing fees, etc.
- Manage the calendar and phone of the Executive Vice President and offer support or coordination of administrative duties
- Provide general office assistance, including data entry, filing, faxing, photocopying, etc.
- Schedule Airport Operations Committee Meetings (AOC & AAOC) on a biweekly/monthly basis
- Prepare minutes of meetings such as AOC and other committee meetings as required
- Organize boardroom reservations and boardroom hospitality and other arrangements as required
- Order office and kitchen supplies as required
- Process, sort and distribute daily incoming and outgoing mail and handle incoming/outgoing couriers and deliveries

### **Finance/Accounting Duties**

- Prepare purchase orders, invoices, credits, cheques and forms/notes
- Process payments for landing fees and ferry fees
- Prepare monthly report to Finance, including fuel billing, landing fees, Restricted Area Identification Card passes, commission sales, water and hydro billing, etc.
- Close all batches, monitor to ensure all outstanding invoices paid to the vendors
- Enter Payroll data as required

### **Pass Control Cover-Off and AVOP Duties**

- Provide cover off duties for Pass Control Office
- Make appointments for Restricted Area Identity Card passes, Airside Vehicle Operation Permits, etc.
- Administer and grade Airside Vehicle Operation Permits test
- Act as scribe/coordinator in an Emergency Operations Centre environment

## **SKILLS AND QUALIFICATIONS**

- Post-secondary education with a Degree, Diploma or Certificate in Administration and/or Finance.
- Minimum three (3) years providing direct office administration and finance support
- Strong and accurate data entry and keyboarding skills
- Good understanding of basic Accounting concepts and Finance procedures
- Superior interpersonal skills, able to interact with all levels in a professional, positive manner, able to build relationships in a team environment
- Superior Customer Service skills
- Excellent English communication skills both oral and written, including a strong knowledge of grammar, spelling and proof-reading abilities

- Advanced computer skills with Microsoft Office
- Able to compose executive level correspondence, documentation, letters, memos, reports, presentations and spreadsheets
- Highly organized, possessing a solid ability to plan and follow up
- Possess sound judgment and the ability to effectively problem solve and/or escalate accordingly
- Resourceful self-starter, able to work independently and within a team environment
- Able to handle a variety of projects and produce work with a high degree of accuracy and attention to detail
- Able to multi-task, manage and meet deadlines and adapt easily to change
- Must be able to concentrate and focus on detailed, data entry accurately while managing frequent interruptions
- Knowledge and experience with Aviation and Airport Operations is considered a strong asset
- Familiar with Microsoft Dynamics and database programs is an asset
- **Bilingual in both official languages or a solid working knowledge of French/English is required**

#### **SPECIAL CONDITIONS**

- Criminal record check will be conducted on hire
- Credit check will be conducted on hire
- Must possess the ability to hold a Transport Canada clearance within the Airport Restricted Area Pass Program

We offer a challenging and rewarding place to work, and provide our employees with excellent benefits and a positive work environment.

**Interested and qualified candidates are invited to e-mail a resume along with a covering letter outlining how your experience supports our position requirements to: [careers@portstoronto.com](mailto:careers@portstoronto.com) on or before Friday, May 25, 2018.**

In the Subject Line, please quote: **Customer Service Specialist**

We thank all applicants for their interest. However, only applicants selected for an interview will be contacted.  
PortsToronto is an equal opportunity employer.

*To learn more about PortsToronto and the exciting work we are doing to be a city-builder and transform Toronto's waterfront, please go to [www.portstoronto.com](http://www.portstoronto.com)*