



Position Title: Shuttle Agent

Pacific Northwest Transportation Services (PNWTS) is the proud supplier of carbon-neutral transportation services for the cruise industry in Victoria, British Columbia. As the exclusive supplier of buses on behalf of the Greater Victoria Harbour Authority (GVHA), PNWTS provides motor coaches and double-decker buses for shore excursion tours and shuttle connections for cruise lines and is the sole provider of dispatch services on the Terminal. We are looking for an energetic and positive individual to join our Shuttle team during the season (April – October)

Wage: \$26.78/hr

Positions Available: Part-time seasonal

Job Description:

Conduct the sale of shuttle tickets professionally and coordinate crowds to ensure our shuttle runs in the allotted time frames.

Your Work Will Include:

- Selling roundtrip shuttle tickets to cruise guests heading into downtown Victoria and performing cash outs at the end of shift. Transactions are processed via credit card and US or Canadian cash
- Checking in shuttle guests with pre-paid tickets
- Greeting shuttle guests on the pier and downtown, answering questions, and providing guidance relating to shuttle schedules and locations
- Assisting shuttle guests back onto the shuttle from the downtown bus stop
- Effectively managing crowd control and managing passenger counts to maximize load factors
- Aiding shuttle drivers to board guests with mobility issues
- Communicating with our dispatch team and other agents to ensure smooth operations

What You Will Like About Us:

- A great work environment with a fun team where your opinion and input are valued
- Very competitive wage structure
- Team sales incentives
- Uniform provided



- Free onsite parking

What We Will Like About You:

- You can stand for extended periods, regardless of weather conditions
- You are available to work a variety of shifts, with adaptable scheduling
- You demonstrate excellent communication, organizational, and observational skills, and work effectively in a team environment--conducting tasks in a polite and professional manner
- Previous customer service experience in a fast-paced environment (Preferred)

To Apply: Please email your resume to Monty Nava, HR Coordinator, at payroll@pnwts.com.

As part of our hiring process, we use the Predictive Index Behavioural Assessment to better understand how your natural work style aligns with the role and our company culture. While we encourage applicants to complete the assessment, it is not a mandatory requirement to apply for any open roles. The assessment takes only 10-15 minutes to complete and has no right or wrong answers—just be yourself!

Please follow this link to complete the assessment:

<https://assessment.predictiveindex.com/467W/78172f3c-759f-4bab-b8ff-61fc73156ade?type=candidateba>

Pacific Northwest Transportation Service is committed to Employment Equity. We welcome and embrace applicants with diverse experiences, abilities, backgrounds and perspectives. If you have preferred pronouns, please let us know when you apply.

Furthermore, we are committed to providing an inclusive and accessible environment. If you require accommodation during the recruitment process, please let us know, and we will work with you to support your request.