



## **Customer Account Manager**

Alaska Seaplanes is hiring a Customer Account Manager to join our Accounting and Administrative team! Alaska Seaplanes is the premier commuter airline serving 14 communities throughout Southeast Alaska. Our quaint office is located next to the Juneau International Airport, with views of the mountains and tons of flight action surrounding us.

We are seeking a positive, honest team player, with excellent customer service and organizational skills, to oversee our company's customer accounts and be part of our finance and administration team. The right individual will have the ability to multi-task efficiently and constructively, while remaining detail-oriented and resourceful in completing tasks and projects.

**Work Schedule:** This is a full-time permanent position. Five days a week, Monday – Friday, eight hours per day between 8am and 5pm.

**Compensation:** Annual salary will vary based on experience.

### **Customer Account Manager Job Responsibilities:**

- Ensure customer payments have been posted semi-weekly, coordinate with Admin Assistant
- Post USPS revenue and reconcile payments, weekly
- Manage and maintain customer account information in Take-Flite (our reservation system) and Sage (our accounting system). No experience with either is required.
- Maintain professional relationships with customers, employees and communities
- Attend events, chamber meetings, etc.
- Make collection calls on past due accounts and NSF customers
- Prepare customer statements, monthly and as per customer agreement
- Process new account applications and close accounts that don't meet our minimum use limits
- Complete local sales tax reports quarterly and annually
- Reconcile customer invoices in reservation system to Accounting system, monthly
- Manage intuit digital, new creative content quarterly
- Manage GDS bookings in Take Flite and A/R ledger
- Compile company Holiday card list
- Other duties as assigned

### **Benefits:**

- Medical and Dental
- 401k retirement plan with generous company match

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- \$50,000 life insurance plan paid by the company
- Paid Time Off
- Flight/freight benefits with Alaska Seaplanes
- Flight benefits with Alaska Airlines and Delta
- Reciprocal benefits with several local vendors

**Qualifications:**

- Must possess excellent customer service skills
- Must be able to manage multiple tasks and deadlines
- Must have excellent organizational skills
- Must be attentive to detail and accuracy
- Must be a positive, honest team player
- Must be punctual and dependable
- Must be able to fluently read, write, and speak English
- Must be able to communicate clearly and effectively

If the Alaska Seaplanes' Customer Account Manager position sounds like the right fit for you, we'd love to hear from you! To apply, please email your resume to [hr@flyalaskaseaplanes.com](mailto:hr@flyalaskaseaplanes.com).

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