



Job Announcement

Position: Outstation Customer Service Agent, Full-Time, Permanent

Compensation: \$16–\$18 per hour, depending on experience and location

Location: Haines, AK

Job Summary:

Alaska Seaplanes is seeking friendly, motivated individuals to join our Outstation Customer Service team in Haines, AK. Our agents play a key role in ensuring the highest standards of safety and customer service in the communities we serve.

Responsibilities include (but are not limited to):

- Greeting and assisting customers in a prompt, professional, and courteous manner
- Answering general inquiries and assisting with check-in, ticketing changes, and rebooking itineraries
- Supporting customers with reservations and processing freight
- Monitoring radio communications with aircraft
- Loading and unloading aircraft and operating vehicles
- Delivering freight, mail, and UPS packages in certain outstation locations

Customer Service Agents are expected to practice safety-conscious behaviors at all times and represent Alaska Seaplanes with professionalism and positivity.

Schedule: Shifts are up to 8 hours and vary seasonally.

Benefits:

- 401(k) retirement plan with generous company match
- Flight benefits with Alaska Airlines and Delta
- Flight and freight benefits with Alaska Seaplanes, including:
 - \$1 Space Available flights
 - 50% off confirmed space flights
 - Buddy passes to share with family and friends
 - Special Charter rates
- Paid Time Off
- Discounts on adventures with our partner Above and Beyond Alaska.

8907 Yandukin Drive
Juneau, AK 99801
(907) 789-3331



Required Experience & Skills:

- Minimum age: 16 years
- Valid driver's license
- Computer proficiency; ability to use the Takeflite reservation system
- Ability to work in a fast-paced environment
- Strong communication skills
- Punctual and reliable
- Ability to lift 60 lbs safely and routinely
- U.S. citizenship or proof of right to work in the U.S.
- Fluent in reading, writing, and speaking English
- Team-oriented with a positive attitude

If the Alaska Seaplanes' Outstation Customer Service 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