



Job Announcement

Position: Outstation Manager, Full-time, Permanent

Alaska Seaplanes is hiring an Outstation Manager to oversee our Haines operation. We are the premier commuter airline serving 14 communities throughout Southeast Alaska. Our outstation operation is responsible for ensuring the highest standard of safety and customer service for the community.

We are seeking a hardworking, self-motivated team player with the ability to efficiently lead our Haines outstation customer service team. The right candidate will be able to work safely in a fast-paced environment and have the ability to adapt to changes, while managing competing demands.

Duties include but are not limited to recruiting, hiring and cultivating a strong team of customer service agents; creating staff schedules; approving staff timecards; participating in bi-weekly outstation manager calls; and completing annual performance appraisals for staff. Additional duties include providing check-in assistance, ticketing changes, re-booking of itineraries for customers; provide clear, accurate and timely communications to passengers, customers, agents, pilots and dispatch; maintaining knowledge of hazmat, air freight acceptance and other regulatory requirements; and resolving unpaid items for the Haines outstation; operate and oversee maintenance of vehicles and equipment as needed; and load and unload aircraft.

Work Schedule: This is a full-time permanent position. Five days a week, with workdays varying from four hours to ten hours, not to exceed forty scheduled hours per week. Work hours will vary seasonally starting as early as 4:00am and as late as 9:00pm. Alaska Seaplanes operates seven days a week.

Compensation: Annual salary will vary based on experience.

Benefits:

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

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



Required Experience & Skills:

- Must be 18 years of age
- Must be able to proficiently use a computer and Takeflite reservation system
- Must be able to work in a fast-paced environment
- Must be able to communicate clearly and effectively
- Must be punctual
- Must be able to lift 60lbs routinely and safely
- Must be a United States citizen or provide proof of right to work in the U.S.
- Must possess the ability to fluently read, write, speak and understand English
- Must be a team player

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