



## **Job Announcement**

**Position:** Juneau Customer Service Agent, Full-time and Part-time, Seasonal

**Compensation:** Wage will vary based on experience, starting at \$16 - \$18 per hour

At Alaska Seaplanes we know that the right people are key to creating success. Our Customer Service team is responsible for ensuring the highest standard of safety and customer service in the communities we serve.

### **Are you a person who:**

- Takes responsibility for success and has pride in delivering consistent and exceptional customer service?
- Has a high standard of personal presentation?
- Is reliable and punctual?
- Values colleagues and brings a positive, supportive attitude to each day?

If this sounds like you, we'd love to talk to you!

### **Duties include, but are not limited to:**

- Greeting and assisting customers at our Juneau ticket counter, reservations desk, or cargo services
- Answering general inquiries and providing check-in assistance, ticketing changes and re-booking of itineraries
- Assisting customers with making travel reservations and processing freight.
- Providing clear, accurate and timely communication to passengers, customers, agents, pilots and dispatch.
- Practicing safety conscious behaviors in all operational processes and procedures and presenting a professional and positive image of Alaska Seaplanes.

**Schedule:** Part-time and full-time positions available - 8-hour shifts vary seasonally

### **Benefits and Perks:**

- 401k retirement plan with generous company match
- Flight and freight benefits with Alaska Seaplanes, including:
  - \$1 space available flights
  - 50% off confirmed space flights

8907 Yandukin Drive  
Juneau, AK 99801  
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- Buddy passes to share with family and friends
- Special Charter rates
- Discounted travel with Alaska Airlines (FT Only)
- Discounts on amazing adventures and gear rentals with our partner Above and Beyond Alaska
- Free or discounted reciprocal benefits with several local tour operations (Whale watching, helicopter tours, Mt. Roberts Tram, etc.)
- Opportunity to earn additional compensation through our discretionary bonus program

**Required Experience & Skills:**

- Must be at least 16 years of age
- Must have a valid license to drive
- Must be able to work in a constantly changing and fast paces operational environment
- Must be able to proficiently use a computer and learn new software programs
- Must be able to communicate clearly and effectively
- Must be able to lift 60lbs safely and routinely
- 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 able to work the operational schedule

If the Alaska Seaplanes' Juneau Customer Service Agent position sounds like the right fit for you, please forward your resume to [HR@flyalaskaseaplanes.com](mailto:HR@flyalaskaseaplanes.com). We look forward to meeting you!

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