



Job Announcement

Position: Juneau Customer Service Agent, Full-time, Permanent

Compensation: Wage will vary based on experience, starting at \$16 - \$17 per hour

Job Summary: Our Customer Service team is responsible for ensuring the highest standard of safety and customer service in the communities we serve. Duties include, but are not limited to, greeting and assisting customers in a prompt, friendly and courteous manner; answering general inquiries; providing check-in assistance, ticketing changes and re-booking of itineraries; assisting customers with making travel reservations and processing freight. Customer Service Agents must provide clear, accurate and timely communication to passengers, customers, agents, pilots and dispatch. Employees are expected to practice safety conscious behaviors in all operational processes and procedures and present a professional and positive image of Alaska Seaplanes.

Schedule: 40 hours/week - 8-hour shifts vary seasonally

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

Required Experience & Skills:

- Must be 16 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

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