



Position: Customer Service & Cargo Agent

Location: Juneau, AK

Schedule: Full-time, Permanent

Compensation & Growth:

\$18–\$20 per hour DOE. Through our Level Up program, employees have a clear path to advance, build skills, and increase earnings over time.

Alaska Seaplanes is dedicated to connecting communities throughout Southeast Alaska with safe, reliable, and friendly air service. Our team members represent our commitment to safety and exceptional customer service, and we are seeking a dependable, customer-focused individual who takes pride in delivering both.

If you are a people-person who thrives in a fast-paced environment, enjoys working with a team, and values dependability and professionalism, we would love to meet you!

Key Responsibilities:

- Greet and assist customers at the ticket counter, reservations desk, or cargo services
- Answer general inquiries and provide check-in assistance, ticketing changes and re-book itineraries
- Accept, process, and sort outgoing and inbound freight
- Assist customers with travel reservations and process freight
- Communicate clearly and professionally with passengers, customers, agents, pilots and dispatch.
- Maintain a safety-focused approach and a professional company image at all times

Required Experience & Skills:

- Must be at least 16 years of age
- Valid driver's license required
- Ability to work in a constantly changing, fast-paced operational environment
- Proficiency with computers and ability to learn new software
- Strong verbal and written communication skills
- Ability to safely and routinely lift up to 60 lbs
- Must be a United States citizen or provide proof of right to work in the U.S.
- Ability to read, write, speak and understand English fluently

Benefits:

- Medical and dental insurance
- 401(k) retirement plan with generous company match
- \$50,000 company-paid life insurance
- Paid time off (PTO)
- Flight and freight benefits with Alaska Seaplanes, including:
 - 4 ID100 flights
 - \$1 Space Available flights
 - 50% off confirmed space flights
 - Buddy passes to share with family and friends
 - Special Charter rates

If this position sounds like the right fit for you, we encourage you to apply! Please email your resume to hr@flyalaskaseaplanes.com