



Position: Customer Service & Cargo Agent

Location: Juneau, AK

Compensation: \$16 – \$18 per hour based on experience

Schedule: Full-time, Permanent

Alaska Seaplanes is dedicated to connecting communities throughout Southeast Alaska with safe, reliable, and friendly air service. Our team members are the face of our commitment to safety and exceptional customer service and we're looking for someone 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!

Duties include, but are not limited to:

- 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
- Assisting customers with travel reservations and processing freight
- Provide clear, accurate and timely communication to passengers, customers, agents, pilots and dispatch.
- Practice safety conscious behaviors in all operational processes and procedures and present a professional and positive image of Alaska Seaplanes.

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 programs
- 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 fluently read, write, speak and understand English

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 the Customer Service & Cargo Agent 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

