

# ALASKA SEAPLANES

*FLYING AT A HIGHER STANDARD*

<b>Job title</b>	Juneau Customer Service Agent
<b>Reports to</b>	Juneau Station Manager

## Job summary

Alaska Seaplanes is dedicated to providing the highest standard of safety and customer service in Southeast Alaska. Alaska Seaplanes Customer Service Agents (CSA) are central to ensuring this commitment to our customers. CSAs exhibit our commitment through day to day interaction with our customers and maintaining a positive persona in the communities we serve.

## Essential duties and responsibilities

- Able to proficiently use a computer and Take Flite reservation system
- Greet and assist all customers in a prompt, friendly and courteous manner
- Collect payment and balance a cash till, daily
- Present a professional and positive image of Alaska Seaplanes
- Provide check-in assistance, ticketing changes, re-booking of itineraries for customers
- Practices safety conscious behaviors in all operational processes and procedures
- Maintains knowledge of Alaska Seaplanes' current fares, restrictions
- Answer general customer inquiries
- Resolve customer concerns politely and professionally
- Maintain knowledge of hazmat, air freight acceptance, and other regulatory requirements
- Provide clear, accurate and timely communication to passengers, customers, agents, pilots and dispatch
- Must maintain confidentiality of customer information, including credit or debit card information
- Assist customers with making travel reservations
- Process freight
- Answer customer inquiries timely and professionally
- Checks in passengers and baggage
- Other duties as assigned

## Qualifications

- Must be 16 years of age
- Must be a United States Citizen or provide proof of right to work in the U.S.
- Must be able to work at in a fast paced environment
- Must possess the ability to fluently read, write, speak and understand English

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- Must be physically able to lift 60lbs routinely and safely
- Be punctual
- Must portray a positive and professional appearance at all times
- Possess the ability to communicate clearly and effectively
- Be a team player

### **Working conditions**

Working conditions include working indoors, and occasionally outdoors in inclement weather. Typical length of the scheduled work day/week is either eight hours day/five days a week, or ten hours a day/four days a week but may be less depending upon agreed schedule and is not to exceed forty scheduled hours per week. Work hours vary seasonally starting as early as 5:00 am and as late as 10:00pm. Alaska Seaplanes operates seven days a week.

### **Physical requirements**

Physical demands that are essential to the job includes long periods of standing, walking, and bending. Lifting 60lbs or more routinely and safely, carrying boxes, bags and various objects.

### **Direct reports**

None.

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