



## **Job Announcement**

**Position:** Outstation Customer Service Agent (Full-Time or Part-time, Permanent are Available)

**Compensation:** \$14–\$18 per hour, depending on experience and location

### **Job Summary:**

Alaska Seaplanes is seeking friendly, motivated individuals to join our Outstation Customer Service team. Our agents play a key role in ensuring the highest standards of safety and customer service in the communities we serve.

Responsibilities include (but are not limited to):

- Greeting and assisting customers in a prompt, professional, and courteous manner
- Answering general inquiries and assisting with check-in, ticketing changes, and rebooking itineraries
- Supporting customers with reservations and processing freight
- Monitoring radio communications with aircraft
- Loading and unloading aircraft and operating vehicles
- Delivering freight, mail, and UPS packages in certain outstation locations

Customer Service Agents are expected to practice safety-conscious behaviors at all times and represent Alaska Seaplanes with professionalism and positivity.

**Schedule:** Shifts are up to 8 hours and vary seasonally, starting as early as 5:00AM or ending as late as 9:00PM.

### **Benefits:**

- 401(k) retirement plan with generous company match
- Flight and freight benefits with Alaska Seaplanes, including:
  - \$1 Space Available flights
  - 50% off confirmed space flights
  - Buddy passes to share with family and friends
  - Special Charter rates
- Paid Time Off
- Discounts on adventures and gear rentals with our partner Above and Beyond Alaska.

### **Required Experience & Skills:**

- Minimum age: 16 years
- Valid driver's license
- Computer proficiency; ability to use the Takeflite reservation system
- Ability to work in a fast-paced environment

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- Strong communication skills
- Punctual and reliable
- Ability to lift 60 lbs safely and routinely
- U.S. citizenship or proof of right to work in the U.S.
- Fluent in reading, writing, and speaking English
- Team-oriented with a positive attitude

If the Alaska Seaplanes' Outstation Customer Service 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](mailto:hr@flyalaskaseaplanes.com)