

# ALASKA SEAPLANES

<b>Job title</b>	Outstation Manager
<b>Reports to</b>	Director of Outstations

## Job summary

Alaska Seaplanes is dedicated to providing the highest standard of safety and customer service in Southeast Alaska. Alaska Seaplanes Outstation Managers are central to ensuring this commitment to our customers. Outstations Managers exhibit our commitment through day to day interaction with our customers, maintaining a positive persona in the communities we serve and maintaining the standard of service for fellow team members.

## 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 payments 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
- Resolve customer inquiries and 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
- Participate in bi-weekly outstation manager calls
- Maintain "read file" for local CSA staff with accurate information
- Assist customers with making travel reservations
- Process passengers, baggage and freight
- Answer customer inquiries timely and professionally
- Load and unload aircraft
- Operate and oversee maintenance of vehicles and equipment as needed
- Agents in certain outstation locations are responsible for delivering freight, mail and UPS throughout the day as well as picking up and dropping off customers
- Monitoring radio communications with aircraft
- Manage, hire and train outstation staff
- Responsible for appropriate staff schedule to meet Seaplanes needs

# ALASKA SEAPLANES

- Approves and submits respective locations time card
- Maintain active relationship with the local community i.e.: participate in Chamber events
- Other duties as assigned

## Qualifications

- Must be 18 years of age
- Possess a valid driver license
- 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
- Must be physically able to lift up to 60lbs routinely and safely
- Be punctual
- Possess the ability to communicate clearly and effectively
- Be a team player
- Previous management experience or related education

## Working conditions

Working conditions include working both inside and outside, exposed to inclement weather. Length of work day varies seasonally, from four hour days to ten hour days, not to exceed forty scheduled hours per week. Work hours vary seasonally starting as early as 4:00 am and as late as 9:00pm. Alaska Seaplanes operates seven days a week.

## Physical requirements

Physical demands that are essential to the job include standing, walking, bending, climbing up to aircraft. Lifting 60lbs routinely and safely (and occasionally heavier items), carrying boxes, bags and various objects.

## Direct reports

Outstation staff.

---

I have received the job description for Outstation Manager as set forth by Alaska Seaplanes. I have no physical limitations that would hinder me from performing the essential job duties of an Outstation Manager as described. I understand the essential job functions, duties and responsibilities described that are required of me in this position.

Name \_\_\_\_\_ Sign \_\_\_\_\_ Date \_\_\_\_\_

Can you perform the essential job duties, including physical requirements? Yes or No (circle)