



## **Job Announcement**

**Position:** Outstation Customer Service Agent, Full-time and Part-time, Seasonal

**Compensation:** Wage will vary based on experience and location, starting at \$14 - \$17 per hour

**Job Summary:** Our Outstation Customer Service team is responsible for ensuring the highest standard of safety and customer service in the communities we serve. Duties include, but are not limited to, greeting and assisting customers in a prompt, friendly and courteous manner; answering general inquiries; providing check-in assistance, ticketing changes and re-booking of itineraries; assisting customers with making travel reservations and processing freight. Additional duties include monitoring radio communications with aircraft, loading and unloading aircraft, and operating vehicles. Employees in certain outstations are responsible for delivering freight mail and UPS throughout the day. Customer Service Agents are expected to practice safety conscious behaviors in all operational processes and procedures and present a professional and positive image of Alaska Seaplanes.

**Schedule:** Up to 8-hour shifts vary, starting as early as 5:00AM or ending as late as 9:00PM

### **Benefits:**

- 401k retirement plan with generous company match
- Flight/freight benefits with Alaska Seaplanes
- Reciprocal benefits with several local vendors

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

- Must be 16 years of age
- Must possess a valid driver's license
- Must be able to proficiently use a computer and Takeflite reservation system
- Must be able to work in a fast-paced environment
- Must be able to communicate clearly and effectively
- Must be punctual
- Must be able to lift 60lbs routinely and safely
- Must be a United States citizen or provide proof of right to work in the U.S.
- Must possess the ability to fluently read, write, speak and understand English
- Must be a team player

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