

ALASKA SEAPLANES

FLYING AT A HIGHER STANDARD

Job title	Outstation Customer Service Agent
Reports to	Outstation Manager

Job summary

Alaska Seaplanes is dedicated to providing the highest standard of safety and customer service in Southeast Alaska. Alaska Seaplanes Outstation Customer Service Agents (CSA) are central to ensuring this commitment to our customers. Outstations 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
- 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
- Other duties as assigned

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Qualifications

- Must be 16 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

Working conditions

Working conditions include working both inside and outside, exposed to inclement weather. Length the 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 5:00 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

None.
