

# ALASKA SEAPLANES

*FLYING AT A HIGHER STANDARD*

<b>Job title</b>	Juneau Ramp Agent
<b>Reports to</b>	Cargo Manager

## Job Summary

Alaska Seaplanes is dedicated to providing the highest standard of safety and customer service in Southeast Alaska. Alaska Seaplanes Juneau Ramp Agents ensure this goal is met through punctual and efficient processing of passengers and cargo, and loading and unloading of airplanes. Professional interaction with customers and effective communications with Alaska Seaplanes team members is expected.

## Essential Duties and Responsibilities

- Maintain an organized freight area, including freezers and coolers
- Load and unload aircraft
- Sort freight, mail and baggage
- Safely transport passengers to and from aircraft
- Communicate clearly and timely with pilots, dispatch and customer service agents
- Fuel aircraft, maintain adequate fuel inventory in fuel trucks
- Constantly communicate using a two-way radio with Pilots and Dispatch
- Present a professional and positive image of Alaska Seaplanes
- Comply with all safety procedures and airline policies
- Transfer cargo to various carriers when necessary
- Maintain knowledge of hazmat, air freight acceptance and other regulatory requirements
- When transporting customers on the ramp or at the pond do so in a safe and courteous manner
- Operate vans, aircraft tugs and other vehicles as needed
- 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
- Be a self-motivated team player
- Be punctual and dependable
- Able to fluently read, write, speak and understand English

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- Must be physically able to lift and move up to 60lbs routinely and safely, and occasionally heavier items
- Must be able to communicate clearly and effectively

### **Working conditions**

Working conditions include working both inside and outside, exposed to inclement weather. Length of the work day varies seasonally, from four hour days to ten hour days, not to exceed forty scheduled hours per week, with overtime as directed and approved by the Supervisor. Work hours vary seasonally starting as early as 4:00 am and as late as 11:00pm. 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 up to 60lbs routinely, and heavier items occasionally, and carrying boxes, bags and various objects.

### **Direct reports**

None.

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