



Position: Outstation Manager, Full-time, Permanent

Location: Sitka, AK

Compensation: \$22-\$26 per hour DOE

Alaska Seaplanes, the leading commuter airline connecting 12 communities across Southeast Alaska, is hiring an Outstation Manager to oversee our Sitka operations. This role ensures smooth daily operations, upholds the highest standards of safety and customer service, and supports our strong community connection.

We're looking for a motivated, hands-on leader who thrives in a fast-paced environment, adapts quickly to changing demands, and inspires a high-performing customer service team.

Key responsibilities include:

- Recruit, hire, train, and manage customer service staff
- Create staff schedules, approve timecards, and conduct performance reviews
- Oversee passenger check-in, ticketing changes, and itinerary rebooking
- Ensure clear, timely communication with customers, staff, pilots, and dispatch
- Maintain compliance with hazmat, air freight, and regulatory requirements
- Manage station facilities and equipment, including maintenance coordination, ground equipment, and Sitka fuel operations (supply, tracking, and functionality)
- Maintain strong relationships with airport partners, including State DOT, CBS, and other tenants, while representing Alaska Seaplanes positively in the community
- Oversee company merchandise operations, including inventory management, storage, and distribution from the Sitka station

Work Schedule: This is a full-time permanent position. Five days a week, with workdays varying from four hours to ten hours, not to exceed forty scheduled hours per week. Work hours will vary seasonally. Alaska Seaplanes operates seven days a week.

Benefits:

- Medical and Dental
- 401k retirement plan with generous company match
- \$50,000 life insurance plan paid by the company
- Paid Time Off
- Flight benefits with Alaska Airlines and Delta
- Flight and freight benefits with Alaska Seaplanes, including:
 - 4 ID100 flights
 - \$1 Space Available flights
 - 50% off confirmed space flights
 - Buddy passes for family and friends
 - Special Charter rates

Qualifications:

- Must be 18 years of age
- Leadership or supervisory experience preferred
- Proficiency with computers (Takeflight experience a plus)
- Strong communication and organizational skills
- Ability to work in a fast-paced, dynamic environment



- Valid driver's license
- Ability to lift 60 lbs routinely and safely
- Must be authorized to work in the U.S.
- Must be able to read, write, speak, and understand English fluently

If the Alaska Seaplanes' Outstation Manager position sounds like the right fit for you, we'd love to hear from you! Please email your resume to hr@flyalaskaseaplanes.com