



Vacancy Announcement

DATE: 8/3/2017

TO: All Qualified Applicants

FROM: Human Resources

RE: Ramp Operations Supervisor - ANC

CLOSING DATE: Open Until Filled

This is recruitment for a Ramp Supervisor. This position will be located in Anchorage. This is a full time, benefit eligible position. Schedule to be determined. Candidates must be flexible – able to work days, nights, weekends, and holidays.

MINIMUM QUALIFICATIONS:

- High School Diploma or GED.
- Two years college in business or related coursework preferred.
- Strong knowledge of all Microsoft Office programs
- Public speaking experience preferred.
- Training experience preferred.
- Able to lead, motivate, and successfully communicate with a diverse work group and other company employees.
- Experience coaching and counseling employees on performance related issues.
- Strong customer service skills.
- 2 years of Supervisory and/or lead experience.
- Ability to prioritize multiple tasks.
- Able to work with minimal supervision in a public setting with multiple employees and distractions.
- Ability to lift up to 50 pounds on a consistent basis.
- Professional appearance and demeanor; attention to detail and accuracy at all times.
- Strong understanding of FlightMaster, Movement Control and Sabre.
- Able to find solutions to problems with station practices and address with Station Manager.
- Able to portray change in a positive manner.

MINIMUM REQUIREMENTS:

- Will help supervise all Anchorage Station Ramp service employees to include disciplinary actions as needed.
- Responsible for ensuring that every customer and employee is served in an efficient, thorough and courteous manner.
- Responsible for placing customer service second only to safety.

- Work interactively and cooperatively with all related departments.
- Advise customers of any flight updates within guidelines established.
- Responsible for completing annual recurrent training relative to regulatory and Company requirements.
- Maintain confidentiality of Company affairs with customers or within hearing distance of customers.
- Work closely with Station Manager to ensure all policy and procedures are complied with.
- Ensure all departments are working cooperatively. (Operations, Ticket Counter, Gate, Baggage office)
- Work as a Ramp Agent on a regular basis.
- Conduct interviews for Ramp agents with Station Manager.
- Mitigate and solve Customer and employee Complaints/Concerns.
- Ensure departures are coordinated efficiently and on time.
- Ensure a safe working environment for all employees.
- Other duties and responsibilities as assigned.

ALL INTERESTED APPLICANTS ARE ENCOURAGED TO SUBMIT A COMPLETED AND CURRENT EMPLOYMENT APPLICATION TO Ravn Alaska, Human Resources, 4700 Old International Airport Road, Anchorage, AK Fax 266-8401.

Ravn Alaska is an Equal Opportunity Employer. We adhere to a policy of making employment decisions without regard to race, color, religion, sex, national origin, citizenship, age or disability. We assure you that your opportunity for employment with Ravn Alaska depends solely on your qualifications.