



Vacancy Announcement

DATE: July 18, 2017

TO: All Interested Applicants

RE: Reservation Agents

CLOSING DATE: Open Until Filled

This is a recruitment for a Reservation Agent. This position will be located in Anchorage. Candidate must be flexible – able to work days, evenings, weekends and holidays.

MINIMUM QUALIFICATIONS: High School Diploma or GED required . Minimum one year in a customer service focused environment with a strong emphasis on customer satisfaction and safety preferred.

MINIMUM REQUIREMENTS: Responsible for ensuring that every customer is served in an efficient, thorough and courteous manner. Process customer reservations according to established guidelines and requirements. Number of reservations and/or customers handled should fall within departmental standards. Answer all customer inquiries as qualified to do. Forward any issues to appropriate supervisors as necessary. Partner with other relevant departments/stations to maintain up to date information regarding weather, closures, late departures and any pertinent information effecting customers. Forward all customer complaints to supervisor, escalating to appropriate supervisor as necessary. Reservations Agents must cooperate with each other and all related departments. Advise customers of any flight updates within guidelines established. Display excellent phone etiquette at all times, maintaining professionalism at all times. Pleasant, helpful and friendly relations maintained at all times with the public, fellow employees and other airline personnel.

ALL INTERESTED PERSONS ARE ENCOURAGED TO SUBMIT A COMPLETED EMPLOYMENT APPLICATION TO Ravn Alaska, Human Resources, 4700 Old International Airport Road, Anchorage, AK Fax 266-8401. NO PHONE CALLS PLEASE

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.