



Vacancy Announcement

DATE: April 24, 2017

TO: All Qualified Applicants

FROM: Human Resources

RE: Station Agent/Valdez

CLOSING DATE: Open Until Filled

This is a recruitment for a Station Agent located in Valdez, Alaska. This is a full time, benefit eligible position. Schedule to be determined. Candidate must be flexible – able to work days, nights, weekends, holidays. Candidate must be committed to accepting a position requiring year-round employment.

MINIMUM QUALIFICATIONS: High School Diploma or GED. Strong customer service skills. 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 70+ pounds on a consistent basis. Professional appearance and demeanor; attention to detail and accuracy at all times. Able to tolerate odors and chemicals associated with aircraft operations.

DUTIES AND RESPONSIBILITIES:

- **Airline reservations, ticketing, passengers/baggage check-in, freight air waybills, route freight, load/unload aircraft, written and verbal communications between all airline departments.**
- **Long periods of standing, keyboarding, legible handwriting with basic mathematics required.**
- **Confidentiality for safety and security.**
- **Gate announcements, meeting/boarding aircraft, escorting special needs passengers, diplomacy in dealing with customer complaints, problem solving.**
- **Self-manage varied workloads while remaining focused on safety, speed, accuracy and attention to detail. Self-motivated.**
- **Strong diplomacy, teamwork, conflict resolution skills, friendly and polite under pressure.**
- **Ability to multi task and anticipate others needs of others in a fast-paced work environment.**
- **Daily operation and basic maintenance of tug, forklift, power cart, fuel truck, deicer, van.**
- **Fuel aircraft and ground equipment including climbing, pushing/pulling large hoses, bending, reaching, and stooping to achieve safe refueling.**

- **Deicing aircraft from ground level or 30 ft. tower, operate tug, drive safely around aircraft.**
- **Marshalling aircraft, lifting, bending, twisting, stooping, pushing and pulling.**
- **Heavy lifting up to 150 lbs with the use of forklift and other ground equipment.**

ALL INTERESTED APPLICANTS ARE ENCOURAGED TO SUBMIT A COMPLETE AND CURRENT 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.