



## **Vacancy Announcement**

**DATE:** October 4, 2016

**TO:** All Interested Applicants

**FROM:** Human Resources

**RE:** Customer Service Agent -Nome

**CLOSING DATE:** Open Until Filled

**This is recruitment for a Customer Service Agent. This position will be located in Nome, Alaska. This is a full time, benefit eligible position. Schedule to be determined. Candidate must be flexible – able to work days/nights/weekends/holidays.**

**MINIMUM QUALIFICATIONS:** High School Diploma required. Detail oriented with the 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; attention to detail and accuracy at all times.

**MINIMUM REQUIREMENTS:** Responsible for ensuring that every customer 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. Personal Protective Equipment (PPE) appropriate to the job and existing conditions must be used. Maintain a professional image and demeanor at all times. Utilize appropriate channels when situation dictates. Visually monitor all passenger carry-on baggage to ensure compliance with program.

**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.**

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