



Vacancy Announcement

DATE: November 1, 2016

TO: All Interested Applicants

FROM: Human Resources

RE: Customer Service Agent/Unalakleet (Part Time)

CLOSING DATE: Open Until Filled

This is recruitment for a part time Customer Service Agent. This position will be located in Unalakleet, Alaska. This is a part time position - schedule to be determined. Candidate must be flexible – able to work days/nights/weekends/holidays.

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.

MINIMUM REQUIREMENTS:

- **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 needs of others in a fast-paced work environment.**

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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