



Vacancy Announcement

DATE: October 19, 2018
TO: All Qualified Applicants
FROM: Human Resources
RE: Customer Service Agent
LOCATION: Nome, Alaska
CLOSING DATE: Open Until Filled

This announcement is for a **Customer Service Agent** with Ravn Air Group. This position reports to the Nome Airport Supervisor and is responsible for providing assistance to passengers for Ravn Connect. The successful candidate will have previous customer service experience, professional communication skills, and ideally, some experience in the aviation industry.

This is a **non-exempt, full time, benefits-eligible position**. Position works an irregular schedule in Nome, which includes nights, weekends, and holidays. Additionally, overtime may be required as dictated by business needs and with management approval.

Minimum Qualifications

- High School Diploma/GED is required;
- Must have strong customer service skills, as well as a professional appearance and demeanor;
- Ability to prioritize multiple tasks and adhere to processes and procedures;
- Able to work with minimal supervision in a public setting, while maintaining focus around multiple employees and distractions;
- Ability to safely lift up to 50 pounds on a consistent basis;
- Requires attention to detail and accuracy at all times;
- Must have strong record with good attendance and punctuality;
- Requires a strong safety awareness and the ability to adhere to Safety Management Systems (SMS);
- Able to pass a comprehensive background check;
- Comfortable working in an airport environment around odors and sounds typically associated with operating aircraft.

Duties & Responsibilities

- Responsible for ensuring that every customer is served in a safe, efficient, thorough, and courteous manner;
- Responsible for placing customer service second only to safety;
- Upholds Company values in all activities and interactions;

Phone (907) 248-4422 | Fax (907) 266-8391 | 4700 Old International Airport Rd. Anchorage, AK 99502 | flyravn.com

Corvus Airlines Ravn Alaska | Hageland Aviation Ravn Connect | Frontier Flying Service Ravn Connect

- Works interactively and cooperatively with all related departments;
- Advises customers of any flight updates within established guidelines;
- 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;
- Promote the Company safety culture;
- Other duties as assigned and within the scope of this position.

ALL INTERESTED PERSONS ARE ENCOURAGED TO SUBMIT A CURRENT RESUME AND COMPLETED EMPLOYMENT APPLICATION TO RAVN AIR GROUP VIA EMAIL, FAX, OR BY MAIL:

Email: jobs@flyravn.com

Fax: (800) 616-5081

Mail: Ravn Air Group, Human Resources, 4700 Old International Airport Road, Anchorage, AK

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