

Vacancy Announcement

DATE: December 20, 2018
TO: All Qualified Applicants
FROM: Human Resources
RE: Station Agent
LOCATION: Homer, Alaska
CLOSING DATE: Open Until Filled

This announcement is for a Station Agent with Ravn Air Group. This position reports to the Homer Airport Supervisor and is responsible for the administration of safe, productive and professional airport operations for Ravn Alaska. The successful candidate will have strong customer service experience, the ability to work a flexible schedule, and a positive attitude.

This is a non-exempt, full time, benefits-eligible position. Position typically works four 10-hour days in Homer, however overtime may be required as dictated by business needs and with management approval.

Minimum Qualifications

- High School Diploma or GED required;
- Must have strong customer service skills, and be capable of demonstrating a high standard for conscientious and courteous customer service to internal and external customers, especially under pressure; previous experience in an airline ground operations in customer service and/or ramp services is highly preferred;
- Strong diplomacy, teamwork, conflict resolution skills are required;
- Self-motivated individual with the ability to prioritize multiple tasks and anticipate the needs of others in a fast-paced work environment;
- Requires the ability to work with minimal supervision in a public setting with multiple employees and distractions;
- Ability to safely lift up to 70+ pounds on a consistent basis;
- Must have professional appearance and demeanor;
- Requires a high attention to detail and accuracy at all times;
- Able to stand for long periods of time, while performing keyboarding tasks and assisting passengers;
- Legible handwriting with basic mathematics skills are required;
- Able to exercise confidentiality for safety and security reasons;
- 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 safe airport operations to include airline reservations, ticketing, passengers and baggage check-in, freight air waybills, route freight, loading and unloading aircraft, as well as written and verbal communications between all airline departments;
- Performs gate announcements, meets and assists with the boarding of the aircraft, escorting special needs passengers;
- Exercises diplomacy in dealing with customer complaints and in problem solving;
- Self-manage varied workloads while remaining focused on safety, speed, accuracy and attention to detail;
- Daily safe operation and basic maintenance of tug, forklift, power cart, fuel truck, deicer, and 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, which requires tug operation, and safely driving around aircraft;
- Marshalling aircraft, which involved lifting, bending, twisting, stooping, pushing and pulling;
- Heavy lifting up to 150 lbs. with the safe use of forklift and other ground equipment;
- Promote the Company safety culture; reporting all service irregularities immediately to supervisor;
- 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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