

Vacancy Announcement

DATE: January 22, 2019
TO: All Qualified Applicants
FROM: Human Resources
RE: Customer Service Agent (Relief agent)
LOCATION: Fairbanks, Alaska
CLOSING DATE: Open Until Filled

This announcement is for a Customer Service Agent position for Ravn Air Group. This position reports to the Fairbanks Airport Supervisor and is responsible for providing assistance to passengers for Ravn Connect and Ravn Alaska. 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, relief position utilized as needed at the Fairbanks station. Position works an irregular schedule in Fairbanks, however overtime may be required as dictated by business needs. Candidate must be flexible – able to work days, nights, weekends, holidays, and overtime as needed.

Minimum Qualifications

- High School Diploma/GED Required;
- Strong customer service skills are required;
- Ability to prioritize multiple tasks;
- Able to work with minimal supervision in a public setting, while maintaining focus around multiple employees and distractions;
- Ability to lift up to 50 pounds on a consistent basis;
- Professional appearance and demeanor;
- Attention to detail and accuracy at all times is required;
- Must have strong record with good attendance and punctuality;
- Able to pass a 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 an efficient, thorough and courteous manner;
- Responsible for placing customer service second only to safety;
- Upholds Ravn values in all activities and interactions;
- 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;
- Other duties as assigned and within the scope of this position.
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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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