

## **Vacancy Announcement**

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

This announcement is for a Ramp Service Agent with Ravn Air Group. This position reports to the Airport Supervisor and is responsible for various tasks associated with airport operations for Ravn Alaska. The successful candidate must have a strong safety culture, the ability to fulfill the physical requirements of the role, and be capable of working in a fast-paced environment.

This is a non-exempt, relief position utilized as needed at the Anchorage station. Position works an irregular schedule in Anchorage, 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;
- Familiar with or able to quickly familiarize self with General Operations Manual (GOM) and applicable contents related to this position;
- Knowledge of aircraft weight and balance preferred;
- Must be able to work a flexible work schedule with overtime assigned when the operation dictates;
- Proficiency with computers and Microsoft Office Suite (Outlook, Word, Excel, and PowerPoint) is required, with knowledge of Sabre, FlightMaster, and Movement Control preferred;
- Exceptional communication skills are required, while radio communication experience in a professional experience is highly preferred;
- Able to work with minimal supervision in a public setting, while maintaining focus around multiple employees and distractions;
- Must have a professional appearance and demeanor;

- Requires attention to detail and accuracy at all times;
- Strong customer service skills;
- Able to prioritize multiple tasks, working multiple flight departures at once;
- Able to pass a background check;
- Comfortable working in an airport environment around odors and sounds typically associated with operating aircraft.

### **Duties & Responsibilities**

- Ensure safety is the top priority at the station, stopping any unsafe acts if seen;
- Will be familiar with the GOM as it pertains to safety, aviation security, the Approved Weight and Balance Control Program, Approved Exit Seat Program and Approved Carry-on Baggage program in addition to any other programs, policies and procedures that directly relate;
- Complies with all safety requirements pertaining to the safe operations near or around aircraft;
- Provides information and support for flight crews and ground personnel;
- Provide good customer service to all internal company employees;
- Responsible for the accuracy of the load close out forms;
- Completes and files all necessary records;
- Assign gates and create daily ramp schedules;
- Complete daily delay reports and provide them to supervisor/manager;
- Ensure flights are closed out to ensure on time departures;
- Coordinate departures, ensure cargo manifests are provided for each flight at close out time;
- Maintains, updates, and distributes the daily flight schedule to necessary personnel;
- Handle stressful and complicated situations as they arise in a calm and professional manner;
- Communicates to all necessary personnel of any irregular operations, to include Weather hold information, aircraft equipment changes, delays and/or cancellations, as well as flight arrivals;
- Communicate efficiently via ground to air radio, telephone, and written operation logs;
- Ensure aircraft turns are being conducted in a safe and efficient manner;
- 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](mailto:jobs@flyravn.com)**

**Fax: (800) 616-5081**

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

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