

Vacancy Announcement

DATE: April 2, 2019
TO: All Qualified Applicants
FROM: Human Resources
RE: Customer Service Agent
LOCATION: Anchorage, Alaska
CLOSING DATE: Open Until Filled

This announcement is for a **Customer Service Agent** with Ravn Air Group. This position reports to the Anchorage Airport Supervisor and is responsible for ensuring that every customer is served in an efficient, thorough and courteous manner. The successful candidate will have a professional and friendly demeanor, and the ability to work efficiently in a fast-paced environment.

This is a non-exempt, full time, benefits-eligible position. Position works a flexible schedule in Anchorage, which includes nights, weekends, and holidays.

Minimum Qualifications

- High School Diploma or GED required;
- Strong customer service skills;
- 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 safely lift up to 50 pounds on a consistent basis;
- Professional appearance and demeanor;
- Attention to detail and accuracy is required at all times;
- 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 an efficient, thorough and courteous manner;

- Responsible for placing customer service second only to safety;
- 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, immediately stopping any unsafe acts and reporting them 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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