

## **Vacancy Announcement**

**DATE:** May 16, 2019  
**TO:** All Qualified Applicants  
**FROM:** Human Resources  
**RE:** Customer Service Agent  
**LOCATION:** Kodiak, Alaska  
**CLOSING DATE:** Open Until Filled

This announcement is for a Customer Service Agent for RavnAir Group. This position reports to the Kodiak 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 Kodiak, which includes nights, weekends, and holidays. Overtime may be required as dictated by business needs and with management approval.

### **Minimum Qualifications**

- A High School Diploma or GED is required;
- Must have 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;
- Must have a valid driver's license and a clean driving record;
- 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;
- Maintains confidentiality of Company affairs with customers or within hearing distance of customers;
- Responsible for promoting identification and reporting of safety hazards in the work environment or when confronted with an unsafe situation. Promotes a positive Safety Culture with co-workers and supports the organization in compliance with Safety Management System (SMS);
- 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 RAVNAIR GROUP VIA EMAIL, FAX, OR BY MAIL:**

**Email: [jobs@flyravn.com](mailto:jobs@flyravn.com)**

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

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

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