

Vacancy Announcement

DATE: May 21, 2019
TO: All Qualified Applicants
FROM: Human Resources
RE: Ramp Service Agent
LOCATION: Barrow, Alaska
CLOSING DATE: Open Until Filled

This announcement is for a Ramp Service Agent with RavnAir Group. This position reports to the Barrow Airport Manager and is responsible for various tasks associated with the Airport department's Ramp Service operations for the Company. 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, full time, benefits-eligible position. Position works an irregular schedule in Anchorage, however overtime may be required as dictated by business needs and with management approval.

Minimum Qualifications

- A High School Diploma or GED is required;
- Familiar with or able to quickly familiarize self with Airports Operations Manual (AOM) and applicable contents related to this position;
- Trained and competent with RavnAir Alaska Ramp Service standards for both RavnAir Alaska and RavnAir Connect Ramp Service procedures strongly preferred;
- Knowledge of aircraft weight and balance preferred;
- Must be able to work away from home at a minimum of two weeks at a time;
- Proficiency with computers and Microsoft Office Suite (Outlook, Word, Excel, and PowerPoint) is desired, with knowledge of Sabre, Flight Master, 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;
- 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 safety is the top priority at the station, stopping any unsafe acts if seen;
- Will be familiar with the AOM as it pertains to safety, aviation security, Ramp Service roles and responsibilities, the Approved Weight and Balance Control Program;
- Complies with all safety requirements pertaining to the safe operations near or around aircraft;
- Provides information and support for flight crews and ground personnel;
- Provides good customer service to all internal company employees;
- Responsible for the accuracy of the load close out forms;
- Completes and files all necessary records;
- May assign daily ramp schedules;
- Completes daily delay reports and provides them to supervisor/manager if required;
- Ensures flights are closed out to ensure on time departures;
- Coordinates departures, ensures cargo manifests are provided for each flight at close out time and accurate;
- Maintains, updates, and distributes the daily flight schedule to necessary personnel;
- Handles 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;
- Communicates efficiently via ground to air radio, telephone, and written operation logs;
- Ensures aircraft turns are being conducted in a safe and efficient manner;
- 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

Fax: (800) 616-5081

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

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