

Vacancy Announcement

DATE: August 19, 2019
TO: All Qualified Applicants
FROM: Human Resources
RE: Reservation Agent (Part Time)
LOCATION: Anchorage, Alaska
CLOSING DATE: Open Until Filled

This announcement is for a part time Reservation Agent with RavnAir Group. This position reports to the Reservation Manager and is responsible for ensuring that every customer is served in an efficient, thorough, and courteous manner. The successful candidate must have excellent phone etiquette, a strong customer service background, and be capable of working efficiently in a fast-paced environment.

This is a non-exempt, part time position. Position works a flexible schedule in Anchorage to include holidays, weekends, days and nights. Overtime may be required as dictated by business needs and with management approval.

Minimum Qualifications

- High School Diploma/GED required;
- Strong customer service skills with at least one year of customer-facing professional experience which entailed a strong emphasis on customer satisfaction and safety;
- Must be able to work a flexible 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 preferred;
- Exceptional communication skills and telephone etiquette are required;
- Able to work with minimal supervision in a fast-paced 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;
- Detail-oriented with the ability to prioritize multiple tasks;
- 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 processing customer reservations according to established guidelines and requirements;
- Meets departmental standards for reservations and/or customers handled;
- Answers all customer inquiries as qualified to do, forwarding any complaints or issues to supervisors as appropriate;
- Partners with other relevant departments and/or airports to maintain up to date information regarding weather, closures, late departures, and any pertinent information effecting customers;
- Cooperates and works with other members of the Reservations team and all related departments;
- Advises customers of any flight updates within guidelines established;
- Displays excellent phone etiquette at all times, maintaining professionalism during all interactions;
- Maintains pleasant, helpful, and friendly relations at all times with the public, fellow employees, and other airline personnel;
- 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@ravnairgroup.com

Fax: (800) 616-5081

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

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