

Vacancy Announcement

DATE: August 19, 2019
TO: All Qualified Applicants
FROM: Human Resources
RE: Sales Representative
LOCATION: Anchorage, Alaska
CLOSING DATE: Open Until Filled

This announcement is for a Sales Representative for RavnAir Group. This position reports to the Director of Sales and is responsible for representing the Commercial department at a local level, developing sales, customer, and community relations on behalf of RavnAir Group. The successful candidate will have a previous sales background, ideally in aviation in Alaska, excellent communication skills, and the ability to meet deadlines.

This is an exempt, full time, benefits-eligible position. Though this position is based in Anchorage, regular travel to remote airport locations, which includes overnight stays in rural Alaska, will be required.

Minimum Qualifications

- Bachelor's degree in Marketing, Business or related field is highly preferred;
- Previous charter and sales operations experience in the aviation sector or other relevant aviation experience is highly desired;
- Must have professional experience in a fast-paced environment;
- Demonstrated track record of achievement in sales, marketing, and customer service is highly desired;
- Demonstrated excellence in creating high levels of customer satisfaction, with a strong liking for and effectiveness in dealing with current or potential customers, building trust-based relationships and translating those relationships into profitable, enduring transactions;
- Must be able to travel on a weekly basis to remote locations throughout Alaska, and stay overnight;
- Ability to plan and coordinate with multiple departments and locations to create maximum revenue opportunities;
- Familiarity with Alaska geography and remote Alaska communities;
- Detail-oriented with the ability to prioritize multiple tasks and meet deadlines;
- Strong written and verbal communication skills;

- Demonstrates active listening skills and is able to identify solutions to challenges in unique locations;
- Strong computer skills and a high proficiency with Microsoft Office (Excel, Word, and Outlook) is highly desired;
- Must have a valid driver's license with 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 representing the Commercial department at a local basis; developing sales, customer, and community relations with all RavnAir Group customer basis;
- Develops relationships with all RavnAir Connect Airport managers and their teams;
- Ensures all commercial priorities are communicated to the airports and providing feedback to the Commercial team;
- Supports all RavnAir Connect Airport managers in all commercial matters;
- Develops relationships with pilot group and Maintenance personnel to provide feedback to Commercial and communicate policy changes;
- Develops and supports day to day relationships with all key local customers and leading community groups in rural Alaska where RavnAir Group flies;
- Supports the charter team on requests from RavnAir Connect markets and customers to maximize revenue for RavnAir Group;
- Supports statewide and regional community events and activities;
- Attends local events as the Commercial Representative of RavnAir Group;
- Coordinates, researches, and provides key input to regarding any relevant Customer Relation issues/complaints from RavnAir Group customers;
- Provides competitive reports and feedback to Anchorage Headquarters Office on RavnAir Connect local pricing and competitive activity of other airlines;
- Communicates with all RavnAir Connect airports on new and changing Commercial changes; pricing, schedule etc.;
- Supports training for all commercial aspects of the RavnAir Connect operations; correct pricing, fees, baggage policies, contractual conditions;
- Provides input for planning route and schedule development for RavnAir Connect;
- Reports on irregular operations that are impacting commercial activity;
- Provides excellent customer service to both internal and external customers with prompt communication and strong attention to detail;
- 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

RavnAir Group is an Equal Opportunity Employer. We adhere to a policy of making employment decisions without regard to race, color, religion, gender, gender identity, sexual orientation, national origin, citizenship, marital status, age or disability. We assure you that your opportunity for employment with RavnAir Group depends solely on your qualifications.