



Outstation Customer Service Agent Job Announcement

Company name: Alaska Seaplanes

Title of position: Outstation Customer Service Agent

Position Type: Full Time and Part Time, Weekends

Pay range: \$16.00-18.00 hourly wages vary based on experience

Location: Sitka

At Alaska Seaplanes we know that the right people are key to creating success. Our Customer Service team is responsible for ensuring the highest safety and customer service in our communities.

Are you a person who:

- Takes responsibility for success and has pride in delivering consistent and exceptional customer service.
- Has a high standard of personal presentation?
- Is reliable and punctual?
- Values colleagues and brings a positive, supportive attitude to each day?

If this sounds like you, we'd love to talk to you!

Duties include, but are not limited to:

- Greeting and assisting customers in a prompt, friendly, and courteous manner
- Answering general inquiries and providing check-in assistance, ticketing changes and re-booking of itineraries
- Assisting customers with making travel reservations and processing freight.
- Monitoring radio communications with aircraft
- Loading and unloading aircraft
- Practicing safety-conscious behaviors in all operational processes and procedures and presenting a professional and positive image of Alaska Seaplanes.
- Some locations require delivery of freight, mail, and UPS throughout the day

Required Experience & Skills:

- Must be at least 16 years of age
- Must have a valid license to drive
- Must be able to work in a constantly changing and fast-paced operational environment
- Must be able to proficiently use a computer and learn new software programs
- Must be able to communicate clearly and effectively
- Must be able to lift 60lbs safely and routinely
- Must be a United States citizen or provide proof of right to work in the U.S.
- Must possess the ability to read, write, speak, and understand English fluently
- Must be able to work the operational schedule



Benefits:

- 401(k)
- 401(k) matching

Shift:

- 8-hour shift
- Day shift
- Evening shift
- Morning shift

How to apply: *Alaska Seaplanes Careers Page or Online Indeed Listings*

Closing date: Once the position is filled.

Alaska Seaplanes is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.