



Era Aviation, Inc.

6160 Carl Brady Drive
Anchorage, Alaska
99502

PLEASE POST

EMPLOYMENT REQUISITION

DATE APPLICATIONS ACCEPTED THROUGH: Until Filled

TITLE OF POSITION: Customer Service Agent

SALARY LEVEL: D.O.E.

REPORTS TO: Anchorage Station Manager

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MINIMUM QUALIFICATIONS:

- 2 years Customer Service experience
- 2 years Sabre experience preferred
- Working knowledge of the airline industry preferred
- Self-motivated
- Positive attitude and professional appearance
- Good communication skills in English, both written and oral
- Must be organized and detail oriented
- Must be flexible and able to work a variety of shifts, weekends, and holidays.

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DUTIES AND RESPONSIBILITIES:

- Timely and efficient passenger check-in
- Boarding and deplaning of passengers at gates
- Quality customer service and teamwork
- Handle difficult situations professionally, including weather delays, late passengers, baggage complaints, etc.
- Works well under pressure
- Able to create and finalize ticket sales in Sabre (including cash handling)
- Prepare daily sales reports
- Able to lift or maneuver up to 50 lbs
- Tolerate odors associated with ramp, fuel, and aircraft activities
- Type a minimum of 4 hours intermittently all day (up to 1 hour at a time)
- Perform constant stooping, bending, twisting, standing, and walking
- Assist with A/C security, and A/C weight and balance calculations
- Other duties as assigned

