



EMPLOYMENT REQUISITION

DATE APPLICATIONS ACCEPTED THROUGH: UNTIL FILLED

TITLE OF POSITION: Kenai Customer Service Agent
SALARY LEVEL: DOE
REPORTS TO: Station Manager

MINIMUM QUALIFICATIONS:

- High School graduate or equivalent
- Professional appearance and ability to interact well with customers in a professional manner,
- Dependable, reliable, accurate and well organized.
- Valid drivers license with a good driving record,
- Computer skills with previous airline experience preferred, will train.
- Must be able to work all shifts, work flexible hours including overtime, holidays and weekends
- Lifting and working in inclement weather required
- Able to tolerate odors and chemicals associated with aircraft operations

DUTIES AND RESPONSIBILITIES:

- Accurately book reservations, write tickets, check in passengers who may involve long period of standing, typing at keyboards, writing, and lifting up to 75 lbs. from ticket counter onto bag belt.
- Make gate and boarding announcements and functions (including meeting plans and escorting special needs passengers) including diplomacy in dealing with customer complaints.
- Close out flights, managing varied workloads.
- Operation of ground support equipment, (including tugs, forklifts, push and pull carts), fueling of aircraft and ground equipment, includes pushing and pulling large hoses and bending, reaching, and stooping to achieve refueling.
- Loading and unloading of aircraft which incorporates heavy lifting, bending, twisting, stooping, pushing and pulling, up to 150 lbs. With the use of forklifts and other equipment.
- Routing & handling freight up to 150 lbs. safely and speedily.

COMMENTS: Please send any letters of interest resume and references to the Kenai Station Manager or fax to 907-283-4131

DATE SUBMITTED: July 26, 2010