

## Customer Service Agent

Reports to: Assistant Station Manager  
Division: Everts Air Cargo

Department: Recordkeeping-Cargo  
Station: ANC

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### Job Summary:

Responsible for providing service and responding to customer inquiries for assigned positions according to established procedures and location requirements. Respond in a prompt, accurate, courteous, and poised manner in order to encourage positive business relationships between Everts Air Cargo and its customers. Effectively perform assignments and process work to meet established deadlines and performance goals.

### Job Duties:

1. Promptly respond to Everts Air Cargo personnel and customer telephone and written inquiries for information about company services, regulations, transit information, procedures, and rate. Respond via phone and in writing to customer and internal personnel requests for information in clear and understandable manner. Forward charter requests to Sales.
2. Provide customers with accurate shipping information by using FPA and keeping all manual service updates in an organized fashion, attending all available training, and accurately interpreting all resource guides. Retrieve information from computers, hard files, manuals, and directories.
3. Notify customers of backhaul freight and any monies due, notate call in FPA under tracking, and once freight is picked up notate type of payment received in FPA. Coordinate with accounting on customer rates/notes as needed.
4. Execute airbills accurately and completely. Ensure the freight is properly described, apply tariffs where necessary. Audit airbills as required. Research airbills for accounting or customer use as needed.
5. Process and prepare forms, documents, and correspondence according to established procedures for approval. Maintain cash drawer and daily sales report. Prepare D.O.T. Trucking report and weekly mail reconciliation. Process/audit daily cargo and flight paperwork. Match airbills from outstations. Create preprints for customers. Create other reports as requested.
6. Maintain accurate documentation of records and activity. Repeatedly bend or reach to file and retrieve documents. Answer telephone, forward calls to appropriate department, take messages when necessary. Sort/distribute comat as required enter POD information into FPA. Update customer service manual directories as needed. Update Sales with pertinent customer information. Keep a supply of comat, expense reports and flight envelopes available. Maintain a clean work area.
7. Produce activity reports for management.
8. Respond to customer satisfaction issues by keeping Sales/Operations apprised of customer concerns and/or problems.
9. Record and follow through on customer requests for pick-ups, advise customer of service schedule and/or required documentation and procedures, and forward requests to Operations according to location requirements. Advise customers of flight times, cutoffs, and shipping requirements.
10. Encourage customer development by striving to turn informational calls into freight shipped and forwarding potential sales lead information to Sales.
11. Assist other agents and departments as needed. Assist cargo department as necessary. Assist customers with freight in warehouse. Coordinate with Cargo Supervisor or Manager regarding charters, flag stops or customers. Receive/process small package shipments.
12. Provide training to new hires or other company personnel as needed. Assist with training new cargo, customer service or other personnel.

**Additional Duties:**

Safety

1. Observe all company safety rules and policies and be familiar with the company's safety manual.
2. Keep all work areas clean and free of hazards and wear appropriate protective equipment.
3. Be aware of the locations of all First Aid Kits, Eye Wash Stations, and Fire Equipment.
4. Wear appropriate clothing for the weather and job to be performed.
5. Observe all suitable safety practices when working within the vicinity of machinery, compressed and non-compressed gases, electrical power, high intensity sound, hazardous liquids, and moving objects such as propellers.

Security

1. Maintain employee vigilance and report all security concerns.
2. Challenge any person who may be attempting to access restricted areas without proper identification or escort.

**Qualifications:**

1. Requires the ability to understand, retain, and deliver information verbally and written.
2. Requires the ability to maintain excellent customer/station agent relations, and to deal effectively with irate customers.
3. Requires a courteous, helpful, and poised phone manner and possess excellent interpersonal skills.
4. Requires the ability to make determinations quickly and under pressure.
5. Requires good organizational, attention to detail, and record keeping skills and also the ability to maintain current and updated information. Requires the ability to input and retrieve information from a database.
6. Requires the ability to type 45+ wpm, as required by location.
7. Requires the ability to be sedentary for extended periods of time and the ability to operate a computer keyboard and screen for extended periods of time as required by location.
8. Must be able to perform multiple tasks simultaneously, such as talking on the phone, data entry, and data retrieval.

*This job description in no way states or implies that these are the only duties to be performed by this employee. He or She will be required to follow any other instructions and to perform any other duties requested by his or her supervisor.*

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_

Employee Printed Name \_\_\_\_\_