

EAA Customer Service Agent

Report to: Customer Service Supervisor
Division: Everts Air Alaska

Department: EAA Passenger
Station: FAI

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 Alaska and its customers. Effectively perform assignments and manage work to meet established deadlines and performance goals.

Essential Functions:

1. Responsible for open and close procedures at passenger lobby.
2. Provide courteous and informed customer service at desk, by phone and in writing when necessary.
3. Execute freight airway bills and passenger tickets accurately via Takeflight. Ensure the information is properly described. Research airway bills or passenger tickets for accounting or customer use as needed.
4. Provide administrative support to Chief Pilot and/or Director of Operations.
5. Maintain cash drawer and accurately complete Daily Sales Report (DSR).
6. Maintain accurate manifests and logs for all flights via Takeflight.
7. Post Schedule and notify crew scheduler of next day's schedule as needed when the D.O. is gone.
8. Maintain contact with village agents to provide information in regards to flight and to check status flights via phone and email.
9. Inform receptionist when in need of ordering any supplies for department.
10. Make reservations for passengers and cargo deliveries for Customers.
11. Coordinate flight information with Cargo department.
12. Enter Pilot pay into Takeflight.
13. Obtain information and provide to Director of Operations/Chief Pilot for upcoming charter quotes.
14. Prepare charter and freight quotes under supervision of Director of Operations and coordinate details with customers.
15. Verify correct information on fuel tickets.
16. Verify weight amounts to each location for verification of agent pay for Accounts Payable on a monthly basis.
17. Verify Daily Sales Report, copy checks and deposit slip for the accounting department.
18. Monitor past due accounts with information provided by Accounts Receivable.
19. Pursue collection of accounts by phone and written contact.
20. Update customer service agent procedures workstation instructions as needed.
21. Audit Freight/Mail numbers daily with Everts Air Cargo Agent.
22. Provide training to new hires or other company personnel as needed.
23. Provide rate change information to Takeflight Coordinator, Accounting and Cargo Department.
24. Keep copy machine supplied and request additional supplies and service when needed.
25. Keep Everts Air Alaska lobby neat, clean and tidy.
26. Keep coffee station stocked and coffee made. Routinely clean coffee machine, and station area.
27. Perform other duties as assigned to include assisting other Everts Air Departments.
28. Build an organizational culture in which passion for continuous improvement is innate.

Mail:

1. Track daily mail summaries with Post Office.
2. Verify agent's weekly mail comparisons/summaries.
3. Reconcile weekly mail summary with postal report.
4. Prepare weekly mail report for accounting.
5. Prepare and seek information in regards to any unpaid mail through the claims process.

Additional Responsibilities:

Safety

1. Comply with all safety aspects of your position.
2. Be familiar with the Company's Safety Management System (SMS) and Occupational Safety Manual (OSM).
3. Follow all Company practices and procedures.
4. Contribute to the Safety Culture of the Company and report any Safety Hazards.
5. Keep your work areas clean and free of hazards; correct unsafe conditions when encountered and report those that you can't personally correct to a supervisor.

Security

1. Maintain employee vigilance and report all security concerns.

Physical Abilities:

The Physical requirements indicated below are examples of the physical aspects that this position must perform in carrying out essential job functions.

1. Ability to reach horizontally and vertically with arms. Sufficient dexterity to manipulate small objects and print or write legibly.
2. Sufficient physical ability, strength, mobility and stamina to lift, carry, push or pull objects which may frequently exceed 70 pounds in a series of functional tests which clearly simulates the work environment.
3. Physical ability to sit for extended periods of time.
4. Requires the ability to be sedentary for extended periods of time.
5. Shall perceive the nature of sound, near and far vision, depth perception, providing oral information, the manual dexterity to operate business related equipment, and handle and work with various materials and objects are important aspects of this job.

Reasonable accommodation may be made to enable a person with a disability to perform the essential functions of the job.

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, accurate, 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 computer knowledge, with emphasis on Microsoft Excel, Word, and Outlook.
7. Must be able to perform multiple tasks simultaneously, such as talking on the phone, data entry and data retrieval as well as listen to someone in person provide information.

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 _____