

## **EAA Customer Service Supervisor**

Reports to: Charter Sales Manager  
Division: Everts Air Alaska

Department: EAA Passenger  
Station: FAI

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### **Job Summary:**

Manage the Customer Service department to ensure all customers receive exceptional and consistent service. Responsible for developing, and managing the Customer Service Agents while creating a positive culture.

### **Essential Functions:**

1. Maintain an exceptional customer service environment. This includes maintaining a clean, well-kept service area, employees wearing appropriate attire, proper customer interaction and phone etiquette, and professional written communication at all times.
2. Resolve customer complaints, rating issues, or other problems in a timely manner. Escalate when necessary.
3. Oversee rating and freight quotes to ensure they are appropriate, competitive, and profitable.
4. Manage the airway bill audit process to ensure all errors are being logged, re-training has occurred when mistakes are made, and customers are contacting when appropriate.
5. Execute employee performance reviews in a timely manner at 90 days (Intro) and annually.
6. Ensure department staffing levels are appropriate at all times.
7. Responsible for the overs/shorts within the Customer Service department.
8. Maintain the Customer Service manual, department forms, and checklists by submitting recommended process changes when necessary. Audit annually to ensure it is current.
9. Work closely with the Cargo and Sales departments to ensure effective communication and teamwork throughout the facility.
10. Accomplish any additional projects as delegated by management.
11. Build an organizational culture in which passion for continuous improvement is innate.
12. Ensure adherence to procedures that promote the health and welfare of all employees.
13. Promote the mission, vision, and values that the Company has developed, and ensure adherence to the Everts leadership manual and employee handbook.

### **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. Extensive customer service background; working and supervising in a customer-first environment.
2. Requires 2+ years prior management experience, indicating prior advancement during this period.
3. Skilled in training, professional development, and employee retention methods.
4. Experience performing in a high pressure, fast-paced environment and resolving customer and employee issues in a timely manner.
5. Adept in math computing and managerial-level problem-solving skills and decision-making.
6. Must have excellent written and oral communication skills.
7. Ability to maintain the confidentiality required of this position.

*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 \_\_\_\_\_