

## 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.

### Essential Functions:

1. Promptly respond to Everts Air Cargo personnel and customer telephone and written inquiries for information about company services, regulations, transit information, procedures, and rates. 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 air bills accurately and completely. Ensure the freight is properly described, apply tariffs where necessary. Audit air bills as required. Research air bills 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 air bills 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.
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 Responsibilities:

#### Safety

1. Comply with all safety aspects, specific practices and procedures of the work scope and position(s).
2. Be familiar with the Company's Safety Management System (SMS) and Occupational Safety Manual (OSM).
3. Contribute to the Safety Culture of the Company and report any Safety Hazards.
4. Required to learn and understand Dangerous Goods Transportation requirements.
5. Keep your work areas clean and free of hazards; correct unsafe conditions when encountered and report those, that you are unable to personally correct, to a supervisor.

Security

1. Comply with all security practices, policies and procedures as trained.
2. Maintain employee vigilance and report all security concerns.

Administrative

1. Build an organizational culture in which passion for continuous improvement is innate.
2. Ensure adherence to procedures that promote the health and welfare of all employees.

**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, 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.*

Everts Air Cargo is an Equal Employment Opportunity Commission compliant (EEOC) employer.

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

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