

Customer Service Agent

Reports to: Cargo Supervisor

Division: Everts Air Cargo

Department: Cargo

Station: FAI

Job Summary:

Responsible for providing direct customer service for the exchange of control of freight and cargo, and other tasks that lead to the successful transportation of those items for the goals of Everts Air Cargo. Interact with customers, and exude a professional, confident, positive, and knowledgeable presence. Respond in a prompt, accurate, courteous, and poised manner 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 or written inquires for information about company services, policies, transit information, procedures, and rates. Respond via phone and or writing to customer and internal requests for information in a clear and understandable manner.
2. Provide customers with accurate shipping information by using company computer databases (TakeFlite & others) and keeping all manual service updates in an organized fashion, and accurately interpreting all resource guides. Retrieve information from computers, hard files, manuals, and directories. Forward charter requests to Sales.
3. Notify customers of backhaul freight and any monies due, notate call in TakeFlite under tracking, and once freight is picked up, obtain Proof of Delivery (POD), notate type of payment received in TakeFlite. 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. 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 company materials (Comat) as required, enter Proof of Delivery (POD) information into Cargo Software database (TakeFlite). 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. Respond to customer satisfaction issues by keeping Sales/Operations appraised of customer concerns and/or problems.
8. 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.
9. Encourage customer development by striving to turn informational calls into company service sold, or freight shipped and forwarding potential sales lead information to Sales.
10. Assist other agents and departments as needed. Assist cargo department as necessary. Assist customers with freight in warehouse. Coordinate with Cargo Supervisor, Manager, or customers regarding charters and or flag stops. Receive / process small package shipments.
11. Provide training to new hires or other company personnel as needed. Assist with training new cargo, customer service or other personnel. Attend all available training required for job performance.
12. Provide support for Everts Air Alaska (EAA) in ways required to complete a flight. Accept, manifest freight/mail into TakeFlite and load freight/mail onto aircraft when needed.
13. Perform other duties as assigned to include assisting other Everts Air departments.

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 difficult 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 organization, attention to detail, record keeping skills and the ability to maintain current and updated information. Requires the ability to input and retrieve information from databases.
- 6. Requires the ability to operate a computer keyboard and screen for extended periods of time as required by location.
- 7. 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 _____