

## Warehouse Customer Service Agent

Reports to: Primary – Cargo Supervisor  
Secondary – Cargo Manager

Division: Everts Air Cargo

Department: Cargo  
Station: ANC

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### Job Summary:

Interact with customers as the company agent responsible for receiving and tracking inbound freight and assists Customer Service Counter Agents and warehouse personnel when necessary.

### Essential Functions:

1. Receiving and tracking inbound freight. Offload customers and sort and label freight by destination and type (dry, chill, freeze, haz-mat); check for damage prior to receipt and document discrepancies. Ensure cargo and manifest is matching for backhaul shipments received. File outbound airway bills in appropriate destination folders, file DOT paperwork, and audit haz-mat Shipper's Declaration for accuracy. Consolidate freight and store it in the proper location as pertains to its destination and type. Transfer all pressurized freight that cannot be moved on our aircraft. Document any discrepancies found with notes and, if needed, digital pictures.
2. Load backhaul freight. Locate backhaul freight on the ramp or in the warehouse and assist in loading it into customer vehicles. Load any freight that has been arranged for transfer into a company vehicle and transfer it to the appropriate airline.
3. Maintain a clean warehouse and ramp. Sweep the warehouse floor, dispose of broken pallets and old shrink wrap, and empty trash cans. Organize the freight intake areas as well as the destination sticker area and keeping it fully stocked.
4. Assist Customer Service Counter Agents. Provide accurate weight, piece count, and basic description of freight for CSCAs. Keep complete and accurate inventory of backhaul freight for CSCAs calls. Assist in answering customer questions on the phone as needed.
5. Perform periodic audits of on-hand freight. Routinely inspect on-hand freight for missing tags, old dates and new damage. Notify the lead of any discrepancies. Consult Backhaul Freight Log notes for missing and/or partial shipments that need to be researched. Be aware of on-hand freight that has been stored in the facility for an excessive amount of time and notify appropriate personnel of any discrepancies.
6. Ensure that customers are conforming to airport security guidelines. Be observant of any customers acting suspiciously and report this activity to the lead. Ascertain that customers do not wander into the active working warehouse. Challenge any person who may be attempting to access restricted areas without proper identification or escort. Report any suspicious freight to the lead.
7. Perform basic operator maintenance on shop vehicles. Perform daily operator checks, as per company policies and training. Notify the Ground Support Equipment department of any needed repairs.

### 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. Knowledge of administrative and clerical procedures, work processing systems/software, managing files and records, designing forms and other office procedures and related terminology.
2. Ability to maintain confidentiality in all aspects of employment, including file and record maintenance.
3. Knowledge of technology used for training purposes or possess an interest in learning the technological methods used in training.
4. Must possess a valid driver's license.
5. Requires the ability to work in extreme weather conditions.
6. Requires the ability to understand, retain, and deliver information verbally and written.
7. Requires standing on hard surfaces, floors, ladders, and work stands for extended periods of time.

*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 \_\_\_\_\_