

Customer Service Agent

Sterling Airways dba Aleutian Airways is led by respected and successful long-time airline professionals with strong financial backing. We seek experienced Customer Service Agents who wants to grow in and add excitement to their career. This role offers a unique opportunity to work in Alaska and in an aviation culture of respect, fun, and professionalism. We are setting a new standard in aviation with our guiding principles of safety, reliability, passion, professional excellence, integrity, and respect.

QUALIFICATIONS:

- Superb customer service skills and prior experience
- Experience as a Customer Service Agent in a Part 121 environment preferred
- Ability to perform above wing duties
- Ability to lift a minimum of 50 pounds on a consistent basis.
- Ability to work a flexible schedule including weekends, nights, and holidays.
- Must be able to remain calm during adverse conditions.
- Ability to prioritize multiple tasks

WHATS IN IT FOR YOU:

- Top pay with a stable and rapidly growing company that offers career and income growth.
- Get in on the ground floor, enjoy the excitement, challenge, and rewards
- Love who you work with! We have a positive, fun, professional and respectful culture
- Company pays 90% of employee HDHP medical insurance, dental, vision and supplemental insurance benefits at low cost available, company contribution to HSA, 112 hours of PTO annually, 401K, tuition discount

RESPONSIBILITIES:

This position will report to the Lead Customer Service Agent

- Keep the station orderly and clean.
- Keeping all equipment in working order and reporting if repairs need to be made.
- Ensure safety practices are being followed and reporting hazardous conditions.
- Ensure safety and security regulations are met when passengers access the tarmac for aircraft boarding and deplaning.
- Maintain currency on all training requirements.
- Conduct GSC or CRO duties, after receiving and successfully passing training.
- Comply with local airport, FAA, and TSA policies.
- Station opening and closing.
- Check in passengers and baggage.
- Follow security procedures.
- Perform Cargo Load Report procedures.
- Enplane and deplane passengers.
- Aircraft security search procedures.
- Ensure all monies are accounted for, secured and deposited per Company procedures.
- Handle aircraft operation while it's on the ground.
- Maintain confidentiality of passenger's flight and personal information

Pay depends on experience
Submit resume to jobs@flysterling.com