



## CUSTOMER SERVICE AGENT – PHOENIX

**POSITION:** Customer Service Agent  
**LOCATION:** Phoenix, AZ  
**DEPARTMENT:** Customer Service  
**ACCOUNTABLE TO:** Customer Service Manager

**POSITION SUMMARY:** Implements daily operation of station activity while providing excellent customer service. Adheres to company policies, procedures, and safety standards in addition to TSA and FAA rules and regulations at all times.

### AREAS OF ACCOUNTABILITY/ESSENTIAL FUNCTIONS:

- Performs all duties in accordance with company policies and procedures, including the Standard Operation Manual (SOM)
- Complies with all applicable Federal Aviation Administration (FAA) and Department of Transportation (DOT) policies and regulations
- Represents Great Lakes Airlines in a professional manner at all times; reports to work in Company-approved uniform
- Interacts professionally with passengers, coworkers, and the public
- Communicates pertinent information to passengers, supervisors, managers, and outstations with a need-to-know in a timely manner
- Completes ticketing functions (boarding passes, Flight Interruption Manifest (FIM), Special Travel Order (STO), re-board coupons, two-flight revenue tickets, two-flight non-revenue tickets, etc.)
- Inputs, reviews, and verifies information in the Company's reservations systems
- Plans and performs denied boarding according Company policy/procedures
- Follows direction given by Company Management and Supervisors; assists in all areas as assigned
- Communicates professionally with others in the department using Company-owned radio equipment
- Makes approved announcements using the Airport's Public Address system
- Assists unaccompanied minors as required
- Assist passengers with special needs; including, but not limited to, pushing wheelchairs
- Audits passenger name list and compares with TSA No-Fly and Do-not-board lists; ensures that all passengers are cleared through Secure Flight
- Closes flights by completing required paperwork
- Responsible for all e-tickets and paper tickets issued to and accepted from passengers; maintains communication with Revenue Accounting Department regarding missing tickets
- Performs Ground Security Coordinator (GSC) duties (as assigned)
- Maintains a clean and organized work environment

### QUALIFICATIONS/REQUIREMENTS:

#### *Knowledge/Skill/Ability:*

- Ability to work under pressure and meet deadlines
- Ability to handle and resolve conflict and problems as they arise
- Ability to work independently and as a team
- Ability to communicate in a professional manner
- Ability to complete all job functions and assignments with little or no direct supervision
- Ability to clearly hear and communicate using phones, radios (may require wearing an earpiece), and PA systems
- Proficiency in all reservation systems used by Great Lakes Airlines
- Basic computer skills

#### *Education/Training/Experience:*

- High School Diploma or equivalent required
- Must be able to speak, read, write, and understand English
- Previous customer service experience preferred
- Previous Airline experience a plus

#### *Working Conditions/Physical Requirements:*

- Working indoors and outdoors in all types of weather,
- Noise level may vary from low to high
- Occasional to Frequent Lifting of baggage weighing up to 100lbs with or without assistance
- Standing for up to 4 hours at a time
- Frequent bending, reaching, climbing stairs, kneeling/crouching, twisting, walking, pushing, and pulling; holding open doors weighing up to 75lbs
- Frequent writing, reading, typing, and use of standard office equipment
- Occasional pushing of people in a wheelchair weighing up to 200lbs or more with or without assistance

#### *Other Requirements:*

- At least 18 years of age
- Legally authorized to work in the U.S.
- Occasional travel may be required
- May be required to work nights, holidays, and weekends; any shift/schedule as assigned, including required "late" stays due to irregular operations
- Occasional contact with/handling of animals
- Occasional contact with/handling of passenger weapons checked as baggage approved by TSA

**PLEASE SEND RESUME TO PHXMGR@FLYGREATLAKES.COM**