



## CUSTOMER SERVICE AGENT-RIW

**POSITION:** Customer Service Agent-RIW  
**LOCATION:** Riverton, Wyoming  
**DEPARTMENT:** Customer Service  
**ACCOUNTABLE TO:** Station Manager  
**POSITION SUMMARY:** Implements daily operation of station activity while providing excellent customer service focusing on safety and efficiency. Performs all duties in compliance with company policies/procedure and FAA/TSA regulations.

### 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) 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 other outstations/Hubs 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; Closes flights by completing required paperwork
- Audits passenger name list and ensures that all passengers are cleared through Secure Flight
- Plans and performs denied boarding according Company policy/procedures
- 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 and passengers with special needs; including, but not limited to, pushing wheelchairs as required
- Performs Ground Security Coordinator (GSC) duties (as assigned)
- Maintains a clean and organized work environment; assists with aircraft cleaning, including lavatories as required
- Handles passenger baggage, including, but not limited to: transfers to aircraft, loading/un-loading aircraft, locating/reporting lost baggage
- Handles Cargo and Company mail (COMAT), including, but not limited to: transfers to aircraft, loading/un-loading aircraft
- Ensures safety of passengers
- Operates ground equipment including: tugs, golf carts, passenger transportation van/bus, and other Company-owned ramp vehicles
- Ensures compliance of Ramp safety procedures
- Responds to passenger questions/complaints as necessary
- Performs de-icing functions (as assigned) during applicable weather conditions
- Follows direction given by Company Management and Supervisors; assists in all areas as assigned

### QUALIFICATIONS/REQUIREMENTS:

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

- Ability to work under pressure and meet deadlines and handle/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
- Ability to demonstrate proficiency in all reservation systems used by Great Lakes Airlines
- Basic computer skills

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

- High School Diploma or equivalent
- 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.
- 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
- Moderate to high noise levels; may require use of hearing protection equipment
- Must be able and willing to climb and work at heights up to 25 ft/may be exposed to chemicals
- Occasional contact with/handling of animals; occasional contact with/handling of passenger weapons checked as baggage approved by TSA

#### *Other Requirements:*

- At least 18 years of age
- Valid Drivers License
- Legally authorized to work in the U.S.
- Occasional travel required
- May be required to work nights, holidays, and weekends; any shift/schedule as assigned

**Please send resume with position applying for to: [glajobs@flygreatlakes.com](mailto:glajobs@flygreatlakes.com)**