

## **SEAPORT AIRLINES STATION MANAGER - Yakima**

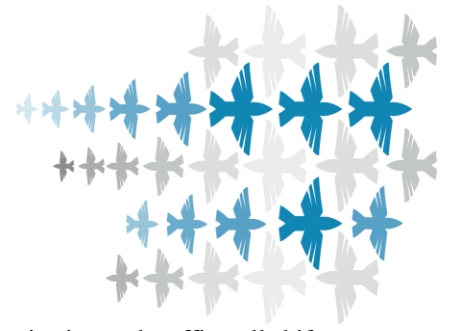
### **PRIMARY TASK**

- Process new and modified reservations over the phone and in person via computer terminal
- Weigh, process and assist with loading and unloading of passenger baggage
- Greet passengers for incoming and outgoing flights
- Check in passengers and planes
- Clean interior aircraft cabins as needed
- Provide general information and customer service
- Maintains terminal facility and equipment so as to ensure a neat, clean, safe and efficient operating environment and passenger terminal
- Monitor day to day performance in compliance with Federal, State, and local airport regulations, policies and, procedures
- Process and complete cargo bills as appropriate
- Reserve ground transportation per station procedures
- Create manifest for pilots as needed to ensure appropriate weight and balance of aircraft
- Document airplane on and off times in reservation system
- Full understanding of company manuals, policies and procedures
- Monitors and supervises performance of Customer Service Agents
- Promotes team building through motivational and directional coaching
- Establish staffing levels and schedules in accordance with the Regional Customer Service Manager
- Ensure a smooth, safe and secure operation
- Performs additional functions (essential or otherwise) which may be assigned

### **REQUIREMENTS**

- Strong interpersonal and customer service skills
- Excellent oral and written communication skills
- Four years of Customer Service experience or equivalent educational experience
- Cross training in two areas; Customer Service and Ramp Operations - Daily cleaning and occasional washing of the aircraft required.
- Computer proficiency in Word and Excel, Internet experience. Airlines and GDS experience preferred
- Ability to safely lift up to 70lbs six inches above the floor. Must be able to climb stairs, bend, and squat
- Comply with SeaPort Airlines safety and operating procedures and policies
- Ability to work outside for short periods of time in all weather conditions
- Successful applicants must be dependable and conscientious about their paperwork, follow-up and completion of duties and required reading
- Ability to make quick and prudent decisions
- Ability to work well under pressure
- Demonstrated ability in problem solving and independent analysis and decision making is required.
- Must set high standards of performance for self and others and be able to guide others in adhering to these standards





- Must be flexible in scheduling. The Station Manager is responsible for monitoring and staffing all shifts
- Valid Driver's License. High School diploma or equivalent. Must be 18 years or older
- Successful passing of background check

### **COMPENSATION / BENEFITS**

- Full-time position
- Health insurance for full-time employee after 90 day probationary period has been completed
- Option to contribute to our 401K plan after 1 year of service
- Flight Benefits on all SeaPort flights and some major carriers

**Interested applicants should submit their resume to [YKMSMJob@seaportair.com](mailto:YKMSMJob@seaportair.com).**

