



# CUSTOMER SERVICE AGENT-AIRLINE

Phoenix, Arizona (PHX)

Job Tracking ID:

Job Type: Full Time/Part Time

FLSA: Non-Exempt; Hourly

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## Description

***Advanced Air is currently seeking an Airline Customer Service Agent to join our team! We take pride in providing exceptional customer service that goes above and beyond the ordinary in hospitality and transportation services.***

### **GENERAL PURPOSE:**

This position is responsible for providing excellent customer service by handling information inquiries, reservations, ticketing, passenger check-in, baggage check-in, aircraft preparation and problem resolution for all Advanced Airlines (AA) passengers and potential passengers/guests.

### **SUPERVISION RECEIVED:**

Customer Experience Director

### **SUPERVISION EXERCISED:**

None

### **TRAINING:**

Initial on-site training in Hawthorne, CA. Airport-specific training online or on-site as mandated. Ongoing training and performance reviews will be conducted as needed.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Greet and provide outstanding service to all AA customers and guests in a friendly, courteous and professional manner;
- Answer telephone to provide information, resolve problems or complaints, and assist as needed;
- Handle all aspects of reservations, ticketing, check-in, seat assignment, passenger boarding, and baggage service;
- May handle cash, checks, credit cards, and travel vouchers as forms of payments for tickets;
- Communicate to customers when a flight has been delayed or cancelled and work to re-accommodate them according to company policy
- Provide current and accurate fare, schedule, gate, flight arrival and departure information, as well as answer general inquiries both in-person and over the telephone;
- Provide check-in assistance, ticketing changes, re-booking of itineraries and special service requests for passengers;
- Board/deplane flights and escort passengers to and from aircraft in a timely and efficient manner, and assist passengers, as needed;

- Ensure aircraft are prepared for flight, including food and beverage stocking and light cleaning
- Transport passengers via shuttle or van as required;
- Oversee passenger unloading of firearms in accordance with training, policy, and TSA where required
- Maintain AA brand standards and consistency in the ground experience;
- Identify opportunities to improve customer experience and increase satisfaction;
- Maintain positive customer relations at all times by using good judgment and the ability to multi-task;
- Ensures FAA, Airline, and Airport regulations are followed at all times;
- Enforces safety/security measures and protects sensitive zones;
- Additional duties as assigned by Supervisor.

**PERIPHERAL DUTIES:**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

**DESIRED MINIMUM QUALIFICATIONS:**

- Excellent communication and problem-solving skills
- Ability to push/pull/lift 50 lbs. for extended periods of time
- Ability to work efficiently under time constraints
- Must be 21 years or older
- High School diploma or GED equivalent
- Must have authorization to work in the U.S.
- Must have valid Driver's license and clean driving record
- Must be willing to work outside in all types of weather and elevated noise levels within the airport environment
- 2+ years of customer service experience
- Experience with Videcom (airline reservation system) preferred
- Experience with Microsoft Office products including Outlook, Word and Excel
- Experience with Google Suite including Sheets, Docs, Drive
- Positive attitude and winning personality
- Passion for people, building relationships with customers and delivering top-notch service
- Excellent time management skills

**POSSIBLE RISKS AND HAZARDS:**

- Exposure to elevated noise levels
- Exposure to aircraft fuel fumes
- Exposure to de-icing fluid

**NECESSARY KNOWLEDGE, SKILLS AND ABILITIES:**

- Experience in a service or hospitality related environment desired.
- Experience in aviation, (commercial, general, or charter) is desired
- Be able to create a relationship that builds trust, so a customer feels they have a go-to person for special requests or unique concerns that require extra attention.
- Manage schedules and people: Keep up with ever-changing schedules, coordinate proactively across departments to ensure pending items are being completed.
- Organizational and Multi-tasking skills: Agents must be able to do several things with constant interruptions.
- Problem solving: Agents face all kinds of problems and issues and must readily solve these to the satisfaction of guests, using exceptional judgment aligning with Advanced Airlines values and common sense.

- Recordkeeping: May need to maintain guest records and supervise customers.

**SPECIAL REQUIREMENTS:**

- May be required to obtain a Secured Identification Display Area (SIDA) badge for certain airports.
- Will be required to meet all local airport and TSA requirements.
- Must be able to work flexible hours including evenings, weekends, holidays and overtime, as needed
- Pass FAA Drug and Alcohol testing, background checks and submit to random drug test when required
- May be required to attend firearm handling training for the purpose of observing correct practice of passenger firearm unloading at check-in
- Travel may be required for this position, specifically for attending training in Hawthorne, CA at Advanced Airlines headquarters and/or covering other stations if needed

**TOOLS AND EQUIPMENT USED:**

Shared computer, including online reservation system, word-processing, database and spreadsheet programs; calculator, telephone, copy and fax machine.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, stand and talk or hear. The employee is frequently required to walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee is required to routinely handle objects weighing up to 25 lbs. and on occasion may be expected to lift objects weighing up to 50 lbs.

**WORK ENVIRONMENT:**

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- May include working outside on an aircraft ramp in various temperatures and conditions.
- Loud noise from aircraft and fumes from aircraft and aircraft equipment may be present
- Safety attire and equipment will be provided by employer and must be worn as required

**SELECTION GUIDELINES:**

Formal application, rating of education and experience; oral interviews and reference check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Signatures

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Signature \_\_\_\_\_

Date \_\_\_\_\_

Print Name \_\_\_\_\_