

Copper Valley Air Service
Office Manager
Full Time Position at Gulkana Airport
\$13-\$18/hour depending on experience

Summary: This person will perform diverse and varied duties such as; make and confirm reservations for flights, sell flights, answer telephones and emails daily, maintain relationships with travel agents and local companies, answer inquires and provide information to the general public, etc. Clerical duties may be assigned in accordance with the office procedures of Copper Valley Air Service.

Tasks:

- Assist any customers – via phone calls, emails, or personal interaction
- Provide customers with travel suggestions and information sources, such as Glennallen Visitor Center, National Park Service, guiding companies, maps, and brochures
- Make and confirm reservations - using telephone, faxes, mail, and computers
- Schedule the next days' flights and confirm with partner air carriers
- Maintain computerized inventories of available passenger space for each day's flights
- Keep facilities clean during operation
- Prepare invoices and accept payment for individual travelers and travel agents
- Open and close office daily, including income and expense reconciliation

Knowledge, Skills, and Abilities:

- **Customer and personal service** – knowledge of principles and processes for providing customer and personal service. Including customer needs assessment, meeting quality standards for service, and evaluation of customer satisfaction
- **Computers** – Proficient in Microsoft Office (Word, Excel especially). Previous experience in Quickbooks strongly preferred, but not required
- **Language** – Fluent in English, exceptional grammar and composition skills. Fluent in other languages is preferred but not required.
- **Active Listening** – Ability to communicate information and ideas to others – especially those not fluent in English.
- **Service Orientation** – Actively seeking for ways to help others.
- **Complex Problem Solving** – Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions. Including being able to identify when something is wrong or is likely to go wrong.
- **Time Management** – Managing one's own time and the time of others in the most efficient way

Education Required:

- High school diploma required.
- Bachelor's degree preferred.

Experience Required:

- Must have previous customer service experience
- Must have experience with Microsoft Word

Work Conditions & Tools Provided:

- Computers and office phones will be provided along with high speed internet
- Housing may be arranged for the right applicant.

- Must be in the office normal weekdays. Hours and days will be finalized with Martin & Laura Boniek.

Reports to:

- Martin & Laura Boniek (owners of Copper Valley Air Service)

Works with:

- Pilots of Copper Valley Air Service
- Partner Air Carriers
- Mechanics

Please send your resume and a brief overview of why you are a good fit for this position to info@coppervalleyairservice.com. Thank you.