



WARBELOW'S AIR VENTURES

3758 University Ave. South, East Ramp

POSITION: CUSTOMER SERVICE AGENT

HOURS: FT and PT positions

GENERAL DESCRIPTION: Customer Service Agents make and change reservations, check-in passengers and baggage, answer phones, and present a professional face to the public.

QUALIFICATIONS: Must be skilled at multitasking +++, problem solving and conflict resolution. Previous phone and tourism and/or reservations experience a plus. Agents must have a professional appearance, and be upbeat and organized. Good work ethic and solid work history is a must.

RESPONSIBILITIES: Customer Service Agents checking in arriving passengers, weigh, screen and tag baggage, and collect fares. Assist passengers with luggage, freight, arranging transportation, making or changing reservations. Agents also answer phones and transfer calls for company personnel, screen baggage for hazmat, maintain lobby and many other duties as assigned.