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| Job Title: | Ops Agent | Location: | Bellingham, WA |
| Pay Range: | | Position Type: | Full Time |
| Date Posted: | | Posting Expires: | |
| External Posting URL: | N/A | | |
| Applications Accepted by Email: doo@sanjuanairlines.com | | | |
| Job Description | | | |
| <p>San Juan Airlines is accepting applications for an Operations Agent to join our team conducting FAR Part 135 operations.</p> <p><u>Company Overview:</u></p> <p>We operate and maintain a small fleet of tri-gear Cessna 172's, 206's, and 207's with our main base in beautiful Bellingham, Washington. Our airline primarily serves the San Juan Islands of Washington State, lower British Columbia (Vancouver Island and Western Mainland BC) and the Greater Puget Sound Region with some mountain flying to the eastern portion of Washington State. Our business serves a unique niche with opportunity for growth.</p> <p>We have a very rich history of flying in the area and are proud to call Bellingham and the San Juan Islands our home. The company has been in existence since the 1930's. Our customers are not just customers, they are our neighbors, and our friends.</p> <p>Flights are short and many. On average, we make 3+ landings for every hour of flight time. Short grass strips on islands are common. The weather and geography in the islands make for one of the most challenging and unique flying experiences in the continental United States. We work amongst a handful of small operators in the islands who share a common sense of community and professional courtesy.</p> <p>We operate both commuter and charter operations with scheduled service to the San Juan Islands and Point Roberts, and charter operations anywhere our customers want to fly. We also provide scenic tour flight experiences around the Islands, Mount Baker, and other points of interest in western Washington State.</p> <p><u>Position Summary:</u></p> <p>A San Juan Airlines Operations Agent must like working with people and taking on multiple roles. Our Ops Agents do more than answer phones and take reservations. They are also customer service agents, salespeople, building maintenance personnel, and company representatives.</p> <p>This isn't a job where the Ops Agent handles a static set of daily tasks. The ideal San Juan Airlines Ops Agent is a 'Jack of all Trades,' willing to do what it takes to help keep the operation running smoothly.</p> <p>We service a customer base with a wide variety of experience and needs, from regular customers who fly daily to and from work to tourists who have never previously flown in an airplane.</p> | | | |



Our reputation is of key importance to our success, and we expect all team members to understand the impact that their actions, both in the air and on the ground, have on our long-standing reputation as being the 'go-to' airline for service, safety, and reliability.

The Hiring Process:

- After the initial interview process (typically conducted over the phone), the candidate will complete an in-person interview and flight evaluation at our Bellingham location.
- Candidates are subject to a pre-hire drug test.

Qualifications:

- High School Diploma or GED Equivalent (college degree preferred)
- Previous scheduling and operations support experience a plus
- Proficient in English
- Must pass a pre-hire drug test.
- Authorized to work in the US.

Duties and Responsibilities:

- Answering phones & taking and updating flight reservations
- Maintaining clean and presentable facilities
- Calculating flight loads and adjusting scheduling as needed.
- Checking all flight records and navigation, monitoring all aircraft from the moment they leave the airport until they arrive at their scheduled destination, and providing oversight and assistance to pilots responsible for handling and refueling the planes.
- Undertake all administrative tasks as required to keep the flight schedule on time, up to date, and running at proper capacity.
- Prepare flight schedules and obtain relevant authorizations for those flights.
- Liaise with Fixed-Base Operators and Border Patrol agencies to update schedules with delays or early departures.
- Continuously engages in educational activities and training.
- Conducts themselves in a professional manner.
- Attends meetings when required.
- Upholds current company policies and procedures.
- Performs other duties as requested by the director of operations or operations managers.
- Maintains the safety and comfort of our passengers as the primary concern.
- Reports to the Operations Manager

Value-Based Skills:

- Excellent customer service skills.
- Ability to communicate professionally, effectively, and persuasively.
- Ability to maintain composure under pressure, work efficiently and accurately with frequent interruptions, and set/re-set multiple priorities.
- Present a professional image as a San Juan Airlines team member.
- Maintain a positive team attitude.



- Work independently and tolerate high-stress levels while maintaining a good rapport with co-workers.
- Maintain ongoing knowledge of our Operating Manuals and relevant SOP's.

Competencies:

- Customer Focus: tailors each customer interaction to their needs, with an emphasis on quickly and effectively solving problems.
- Communication: demonstrates open, honest, and respectful communication, including providing constructive feedback that helps the team succeed.
- Accountability: takes responsibility for individual and team actions, decisions, and results.
- Respect: shows the highest level of respect and courtesy for our customers, staff, and regulatory liaisons, as well as respecting our facilities and equipment.
- Betterment: always works to improve performance, processes, and services as they relate to the team and the customers. Treats each experience, positive and negative, as a learning experience.
- Flexibility: This is a highly dynamic role. We value individuals who take pride in all aspects of their work.

Working Conditions and Physical Environment

- Physical Requirements
 - Able to perform a moderate amount of standing, sitting, and walking.
 - Able to conduct activities requiring occasional static pushing, pulling, reaching, and lifting, including lifting 50lbs floor to waist height.
 - Able to hear routine aircraft noises.
 - Able to type at a pace that does not hinder timely reporting.
- Other
 - Computer skills are mandatory (Microsoft and Adobe tools)

Company Offerings

San Juan Airlines offers a comprehensive benefits packaging including medical, dental, and vision coverage for employees working 30 hours or more per week. We also offer life insurance, a 401(k) plan, and paid sick and family medical leave to all employees.

Important Information

- San Juan Airlines is an equal opportunity employer. All qualified candidates will receive consideration for the position applied for without regard to race, color, religion, sex, age, national origin, disability, marital status, sexual orientation, military/veteran status, or other non-merit factors.
- Washington is an 'at will' employment state. For more information, visit www.lni.wa.gov.

Come join us for what could be one of the most fun and rewarding aviation jobs you'll ever have! Please submit the following by e-mail to doo@sanjuanairlines.com

- Succinct cover letter
- Resume



- Professional references

For additional company details visit <https://www.sanjuanairlines.com>

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| Reviewed By: | | Date: | |
| Approved By: | | Date: | |
| Last Updated By: | | Date: | |