

Coastal Helicopters: Lead Dock Representative

Who WE Are: With over 1 million visitors each year, the summer months in Juneau, Alaska become a bustling destination for travelers and thrill seekers. Coastal Helicopter excitedly shares our unique “pathway to adventure” with those looking to venture off the beaten path - this includes YOU! We are searching to invite passionate, hardworking employees to our team. Whether this is your first time headed north to the Last Frontier or you’ve been in the industry for a while, there’s a place for you! So come take off with us this summer and have an adventure of a lifetime, right along with our guests.

Who YOU Are: This is a stretch role that provides the opportunity to develop leadership muscles in a supportive team environment. Lead Dock Reps are in charge of dock operations for our passengers and support their Dock Rep peers in a leadership capacity. They take on the toughest tasks with humility and are laser clear communicators. They are:

- Punctual (timely; arrives to work dressed and ready for success)
- Detail oriented
- Customer service orientated (professional: appropriate style of communication and conduct for a diverse audience)
- Empathetic (is able to deliver bad news with kindness and compassion)
- Mature (ability to lead and guide peers with minimal supervision and manage a floating daily schedule)
- Commanding and takes initiative (can assume control and direct large groups of people)

What YOU Do: Lead Dock Reps report to the Passenger Logistics Supervisor but work closely with: Dock Reps, Drivers, Reservationists, and Dispatch. They are stationed in downtown Juneau at the Goldbelt Tram pick-up location. Juneau can experience a variety of weather conditions throughout the day so it’s important to be dressed appropriately. General areas of oversight include:

- Communicating weather cancellations or itinerary changes with guests
- Supporting Dock Reps in directing guests to the correct Driver and loading in the vehicle
- Maintaining clear communication with Drivers, Dispatch, Reservationists, and Supervisors about any passenger particulars (ADA, Car seat, no-shows, etc.)
- Supporting Call Center efforts as a hybrid Reservationist as needed to assist with weather cancellations, answering phone calls, responding to customer queries, emails, etc.
- Providing continual support training for Dock Reps as needed and assist in the development of both new and mid-season hires
- Flexing into other duties/responsibilities outside scope of position

What YOU Need:

- 18+ years old with a High School Diploma or GED preferred
- Driver’s license
- At least one season of work at Coastal or experience with aviation and/or high-volume tourism preferred
- Ability to obtain an airport badge
- Customer service experience

Job Type:

- Full-time, seasonal (May 1, 2024 through September 30, 2024) - Must be present for FULL season
- 40-50 hours per week (may vary slightly due to inclement weather/ outside peak season)

Perks of Working with Us:

- Being a part of a team that celebrates together often (cookouts, holiday parties, and other fun activities)
- Access to complimentary tours with participating local operators
- Employee Housing Opportunities for full season workers (some conditions apply)
- Monthly Bonus Opportunities
- Up to \$500 travel reimbursement both ways
- Access to our tours for FREE and \$50 seat availability tickets for friends and family