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Office of Human Resources
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ON CALL AIRLINE AGENT	
Approved Date: 2023	
Job Code:	FLSA : NON Exempt

JOB SUMMARY: Under general direction, assists customers with ticketing and travel plans. Prepares documentation for passengers and cargo. Handles incoming and outgoing mail for the postmaster as required. Must possess excellent customer service skills. The position is on-call, as-needed basis and as such has no set work schedule. Work schedule and hours will vary based on flight schedules, flight frequency and schedule of primary agents and incumbent should be prepared to respond on a 24/7/365 basis.

*The following duties are intended to provide a representative summary of the major duties and responsibilities and **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

REPRESENTATIVE DUTIES

- Assists customers with airline reservations and changes.
- Creates daily passenger lists and writes passenger tickets.
- Observes weather conditions for use in forecasting.
- Periodically observes general weather, sky and visibility conditions, to assure safe travel for passengers.
- Creates daily cargo manifest listings.
- Delivers all cargo and mail to appropriate distribution points.
- Prepares documentation for, and handles, all monetary transactions.
- Receives and handles incoming and outgoing cargo.
- Ensures all cargo is secured and properly stored while awaiting distribution or outgoing flight.
- Operate corporate vehicles.
- Performs other duties as assigned.

KNOWLEDGE and SKILLS

- Knowledge of local airline industry
- Knowledge of airline processes and policies
- Ability to effectively communicate with others
- Skilled in time management
- Ability to safely work around equipment
- Knowledge of proper safety requirements and required proper wear of equipment

MINIMUM EDUCATION QUALIFICATION

A high school diploma or GED equivalent.

MINIMUM EXPERIENCE QUALIFICATION

Experience and knowledge of local airline industry preferred, but not required.

ADDITIONAL REQUIREMENTS

Must be able to pass a federal background check for handling USPS material.
Current and valid driver's license.

MINIMUM PHYSICAL REQUIREMENTS

The following demands are representative of those that must be met by an employee to successfully perform the essential functions of this job:

- Must be able to lift up to 75 pounds.
- Willingness to wear proper, and assigned, safety equipment.
- Willingness to work outside in extreme weather for short durations as required.

This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.

We are an Affirmative Action/Equal Opportunity Employer and employment selection decisions are based on merit, qualifications, and abilities. We do not discriminate in employment opportunities or practices on the basis of: race, color, religion, national origin, age, sexual orientation, gender identity, disability, veteran status or any other characteristic protected by country, regional or local law.