



Customer Service Agent - GEG (Part-Time)

1583 Spokane, Washington, United States of America Ground Operations Airport Operations Part time Regular

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Department:

Ground Operations

Our Company Promise

We are committed to provide our Employees a stable work environment with equal opportunity for learning and personal growth. Great innovation are encouraged for improving the effectiveness of Southwest Airlines. Above all, Employees will be provided the same conc

Hi! Are you interested in this job?

I'm interested Ask a question

caring attitude within the organization that they are expected to share externally with every Southwest Customer.

Job Description:

***** For external applicants only:**

(1.) Southwest Airlines will consider your interest for this position if you are currently a resident of the State of Washington.

(2.) Southwest Airlines will not consider your interest for this position if you have been interviewed by phone, virtually, and/or in person and not selected for the Customer Service Agent position at GEG within the last 12 months.***

Pay & Benefits:

Pay of \$20.22 per hour*, with the opportunity for future increase per applicable collective bargaining agreement wage scale based on t Opportunities for overtime and shift premiums.

Benefits you'll love:

- Fly for free, as a privilege, on any open seat on all Southwest flights (your eligible dependents too)
- Southwest will help fund your Retirement Savings Plan, which includes a dollar-for-dollar 401(k) Company match contribution of up to 4% of eligible earnings***
- Potential for annual profit-sharing contribution in the Southwest Retirement Savings Plan—when Southwest profits, you profit***
- Competitive health insurance for you and your eligible dependents
- Southwest offers health plan coverage options starting from the very first day of employment. You'll have 30 days to select and enroll in a plan, and coverage will be retroactively available to your first day of employment.
- Explore more benefits you'll love: <https://careers.southwestair.com/benefits> (<https://careers.southwestair.com/benefits>)
- Explore our benefits for paid time off/vacation, holiday, and sick leave per applicable collective bargaining agreements: careers.southwestair.com/us/en/washington-benefits-customer-service-agent (<https://careers.southwestair.com/us/en/washington-benefits-customer-service-agent>)

Want to be the friendly face that welcomes Customers to Southwest? As a Customer Service Agent at Southwest, you'll work at the ticketing area, and baggage service office to help Customers check in, answer questions, and make sure their travel goes smoothly. You'll be one of the Southwest Employees our Customers meet, and you'll help set the tone for a great trip. You'll also be there to support Customers when things change, offering help and care during delays or disruptions. In this fast-moving role, your friendly attitude, teamwork, and patience make a difference every day. See what a day as a Customer Service Agent looks like: swa.is/DayWithCSA (<https://swa.is/DayWithCSA>)

Additional details

- This is a part-time opportunity. At Southwest, Part-Time Employees generally work 32 hours over 5 days, but schedules are determined with a seniority-based bidding process.
- New Hires will complete 4-6 weeks of training. Training will consist of 8-hours of classroom or on-the-job training over 5 days each week.
- After completing training, Part-Time New Hire work weeks will consist of 6.5-hour shifts over 5 days, with the potential for mandatory overtime.
- This role is part of a Collective Bargaining Agreement (CBA), which means pay, schedules, and other job details are set through an independent labor union.
- Work schedules are based on seniority and may include early mornings, late nights, weekends, and holidays. There may be times when overtime is required to support flight operations, but there are also opportunities to trade shifts and find a schedule that works for you.
- U.S. citizenship or current authorization to work in the U.S. required and no current or future work authorization sponsorship available.
- Learn more about becoming a Customer Service Agent and the FAQs: careers.southwestair.com/customer-service-agents (<https://careers.southwestair.com/customer-service-agents>)

We're committed to fair hiring practices and to making employment decisions without regard to race, color, religion, sex, sexual orientation, gender expression, national origin, age, military or veteran status, disability, genetic information, or other legally protected characteristics.

Responsibilities

- Provides friendly service to and maintains positive relationships with all internal and external Customers
- Works in a cooperative spirit to ensure the success of our Company
- Responsible for providing legendary Customer service to people desiring to travel, use cargo or baggage service by attending to the needs of the Customer
- Handles any aspect of ticketing and check-in by operating a computerized point-of-sale system, boarding, baggage service, reservation changes, and related complaints and problems
- Responsibilities include greeting and handling Customers in a polite and friendly manner. Handles cash, checks, credit cards, travel coupons as forms of payment for tickets. Computes charges, makes change and balances daily transactions. Is responsible for overbooking and rebooking
- Checks in baggage and Cargo. Answers telephone to provide information to callers, page customers, resolve problems or complaints as needed. Handles transactions required to board the aircraft in a timely and efficient manner
- Deals with mishandled Customers as a result of oversells, delayed or cancelled flights, lost, delayed, or damaged luggage. Resolves issues quickly and within guidelines established by the Company
- Provides current and accurate fare, schedule, reservations, flight arrival/departure information and answers all general inquiries from other visitors to the airport terminal
- Completes forms and reports as required by the Company

- Writes irregularity and complaint reports as required
- Duties may vary due to the size and organization of the station
- Must be able to meet any physical ability requirements listed on this description
- May perform other job duties as directed by Employee's Leaders

Knowledge, Skills and Abilities

- Ability to type and/or use a computer keyboard with sufficient speed to meet demands of the job
- Able to read documents, follow instructions, learn and understand ticketing procedures, rules and regulations
- Ability to work well with others as part of a team, meet the public, and work under stressful situations
- Must be able to satisfactorily complete Customer Service Agent training program with an 80% or greater average and an evaluation
- Must be aware of hazardous situations and be able to handle emergencies as needed
- Must work under tight time constraints to accomplish quick turns of aircraft
- Must present a well-groomed appearance in accordance with the Ground Operations Employee Handbook and Labor Agreement
- Must be able to perform all job functions within a limited space
- Must be able to effectively communicate verbally by telephone, face to face and on public address systems
- Must possess good written and oral skills
- Must be able to communicate information and instructions verbally or via radio equipment

Education

- No education requirement

Experience

- No experience requirement

Licensing/Certification

- Must be able to obtain a SIDA badge and meet all local airport requirements
- May be required by Station Leadership to obtain a Customs Seal and meet all requirements to work international flights

Physical Abilities

- Must be able to lift and/or move items up to 70 pounds on a regular basis and repetitively lift and/or move weights of 40 to 50 pound surfaces
- Must be able to climb, bend, kneel and stand on a frequent basis and for extended periods
- Must maintain the ability to wear prescribed uniforms

Other Qualifications

- Must maintain a well-groomed appearance per Company appearance standards as described in established guidelines
- Must be a U.S. citizen or have authorization to work in the United States as defined by the Immigration Reform Act of 1986
- Must be at least 18 years of age
- Must be able to comply with Company attendance standards as described in established guidelines
- Ability to work shift work and/or overtime
- Foreign language skills are desirable, but not required

*Pay amount doesn't guarantee employment for any particular period.

**Pay rates increase according to the terms of the collective bargaining agreement, up to a top of scale rate of \$40.69.

***401(k) Company match contributions are subject to the plan's vesting schedule. Match contributions may vary based on the position.

****Profit-sharing contributions are subject to the Retirement Savings Plan vesting schedule and are made at the discretion of the Com

Pay Rate:

\$20.22

Southwest Airlines is an Equal Opportunity Employer.

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Job Posting End Date

09/11/2026

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