



GLACIER JET CENTER

Job Description For: Customer Service Representative

JOB DESCRIPTION SUMMARY

This Job Description establishes and defines the authority, accountability, reporting relationships, responsibilities, and duties of the Customer Service Representative at Glacier Jet Center.

REPORTING RELATIONSHIPS

The Customer Service Representatives report to the Customer Service Department Manager. In his/ her absence, the General Manager Mike Talbot and in his absence to the Assistant General Manager Curt Inabnit.

REQUIREMENTS

Education

- Required: High School Diploma or GED
- Preferred: College level credential such as AS, BS, BA.

Licensing/Registration/Certification

- Required: Valid Driver's License

Experience Minimums

- 2 years experience in a Customer Service occupation as well as 1 year sales transaction processing to include cash, credit card, invoicing

Skill, Knowledge and Abilities

- Ability to perform basic arithmetic math calculations.
- Ability to understand and follow instructions.
- Excellent oral and written communications skills.
- Ability to handle multiple tasks and demands.
- Knowledge of, and proficiency with, windows based software- specifically Microsoft Office to include Outlook, Word, Excel, and OneNote.
- Knowledge of telephone switchboard activities such as hold, park, transferring and paging.
- Ability to learn Total FBO, Veeder-Root, Fuel Master Plus.

Physical

The employee must have full use of all five senses. They must be able to move through the building assisting customers and will be required on occasion to assist with baggage or bringing customer cars to their aircraft. Additionally may be required to help deliver catering, ice coffee and papers to aircraft. The employee will spend most of their time behind a counter. They must be able to sit, stand, and move about from station to station.

Mental

Must be able to handle prioritize, manage, and deal with multiple tasks. Must be able to understand and communicate instructions verbally.

WORKING CONDITIONS

The employee will work inside a climate controlled smoke free environment most of the time. Occasional short periods may be required outside in the area of operating aircraft and equipment exposing the employee to the hazards associated with this environment. Employee may be asked to work over-time or different shifts than normally scheduled.



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ESSENTIAL FUNCTIONS

The essential function of this employee is the smooth, efficient, and accurate transfer of information. This employee will relay service requests from customers or other departments to the Line Department via keyboard text entry and radio as well as collect payments and perform data entry. Additionally this employee will vend rental cars, quality control inventories, and assist with travel arrangements such as hotel reservations, dinner reservations, limousine reservations and catering requests.

AUTHORITIES AND RESPONSIBILITIES

Responsibilities will include clear effort to develop and maintain cooperative and collaborative working relationships between the CSR staff and the line staff in cooperation with the Line Service Manager. The CSR will also be responsible for ensuring that all customer service amenities service supplies are in stock at all times.

DUTIES AND TASKS

- Pursue open communications with customers to ensure all their service requirements were met in a prompt, efficient, and friendly manner.
- Accept and process counter sales of fuel and supplies.
- Quality control, scan, and archive daily inventories.
- Ensure that customer's visit is pleasant by helping with rental cars, courtesy cars, shuttle service, hotel reservations, restaurant recommendations, driving directions, etc.
- Operate a multi line telephone, accurately and efficiently transferring information, and answering the phone with the prescribed greeting as defined by management with consistency and complimentary tonal inflection.
- Accurately receive, dispatch and process service requests.
- Obtain basic knowledge of aircraft fuel and service requirements.
- Pursue a friendly and professional relationship with customers.
- Seek guidance and direction as necessary for performance of duties.
- Exercise good judgment in investigating problems.
- Respect the confidentiality of company, customer, and personnel information.
- Maintain cooperative working relationships with supervisors and other staff members.
- Demonstrate ability to tactfully handle difficult situations.
- Consistently show ability to recognize and deal with priorities.
- Recognize, and perform duties, which need to be performed in an independent manner with little supervision.
- Always provide proper notification and advance notice of absence.
- Report to work on time and depart on time unless approved in advance.
- Maintain the work area in a neat and orderly manner.
- Assume responsibility for staying aware of changes in company policies and procedures.
- Maintain a well-groomed, professional appearance appropriate for the position and situation by wearing prescribed uniform and appropriate shoes.

Application available at <http://www.glacierjetcenter.com/Employment/Employment.html>