



Job Description

Position: Customer Service Representative

Hours: 2nd Shift /Part-Time (18-24 hours)

Reports To: Operations Supervisor and General Manager

Purpose

Customer Service Representatives (CSRs) are responsible for providing professional and cheerful service to all customers, passengers and visitors who pass through the FBO. CSRs are charged with promoting Burrows Aviation's commitment to professionalism and quality by the successful execution of the duties assigned to this position and responding to individual customer needs as appropriate.

Primary Responsibilities

Customer Service/Hospitality

The CSR's first priority is to welcome customers, passengers and visitors and provide them with service that surpasses their expectations. Satisfied customers promote increased sales. Representative duties include but are not limited to:

- **Aircraft Reservations** – Receive reservations for inbound aircraft, documenting accurate arrival, departure times, dates and services, etc.
- **Hotel, Ground Transportation, and Rental Car Reservations** - Make applicable reservations for customer; coordinate confirmations from vendors and relaying details and arrangements back to the customer.
- **Catering Reservations** - Take catering orders for crew and/or passengers, contact vendors and coordinate delivery of the order to arrive at the necessary time.

Sales Transactions

- **Cash sales** – Accurate recording of all sales/purchases which include issuing a receipt and dispensing the appropriate change. Count out cash drawer and record amounts at the beginning and end of day. Also keep a record of any deposits or credits to cash amount.
- **Batch Report** - Produce reports documenting the close of the previous day's sales.
- **Credit Card Transactions** – Most transactions are processed through the credit card machine.
- **Delayed Billing** - Process delayed billing (termed "service requests"). Applies to aircraft that remain over night and have purchased fuel and may incur other service charges during their stay. These customers will pay when they depart. All purchases/services are recorded on a "Service Request" form.
- **Up sell** - Solicit additional sales to pilots purchasing fuel by offering volume discount incentives.

Communication

- **Radios** - CSRs use radios to communicate with line personnel and aircraft. Responsible for relaying service requests from aircraft to line personnel in order to provide the appropriate service.
- **Military Time and Phonetic Alphabet** – All radio communications are conducted using the phonetic alphabet. Additionally, military time is used for all movements, schedules, arrivals, and departures. CSRs are responsible for learning and using these methods.
- **Telephone Etiquette** – Answer telephone calls received in the FBO in a professional and courteous manner. Two telephone lines are answered by CSRs who are responsible for taking accurate messages, screening calls (telemarketers, fund-raisers etc.) and answering customer questions.

Other Duties

- **Security** - Ensure only authorized persons and vehicles enter ramp area.
- **Inventory** – Take inventory of current stock and relay list to in-house person responsible for company ordering. Supplies are then stocked in the appropriate area.
- **Line Assistance** – During busy periods, CSRs will assist line personnel by pulling up or putting away rental cars and customer vehicles. Also may bring coffee, ice, newspapers or catering out to aircraft when needed. May learn to assist Line personnel in parking an aircraft by wing walking (walking alongside moving aircraft to ensure wing does not hit any objects).
- **Monitoring Flight Tracker** – Monitors aircraft arriving into and departing from our airport using a flight tracker and reports requested information to Line personnel or other management as necessary. The flight tracker can provide the following information: locate any aircraft by tail number, aircraft destination, and time of departure, time of arrival, point of origin, speed, altitude, and type of aircraft. The flight tracker assists CSRs and Line personnel in estimating arrival times of incoming aircraft and customer traffic.
- **Movement Schedule** - The daily movement sheet is a record of events which occurred or are scheduled to occur such as aircraft arriving, departing, towings, and special requests. CSR's maintain this sheet which is used heavily by Line personnel in order to complete tasks and plan for the day
- **Fuel Report** - Call surrounding area FBOs weekly and document fuel prices for Jet and Avgas.
- **Coffee Station** - Customers are provided with complimentary coffee and popcorn. CSRs are responsible for assuring that coffee station is stocked and clean at all times.
- **Housekeeping** – Ensure front desk stays free of clutter and personal belongings, reflecting a professional atmosphere. After customer use straighten and tidy lobby, pilots lounge and weather room. Clean female bathroom, glass doors, empty front desk garbage and vacuum and mop as necessary at end of day. Also turn lights and electronics off in rooms if not in use.
- Perform special projects and other tasks, as assigned.

Qualifications/Requirements

- High school education or equivalent. Valid driver's license.
- Previous office experience or customer service experience in the hospitality arena serving high end clientele highly desired. Professional highly refined customer service skills are necessary as demonstrated by a "can-do" attitude, friendly demeanor, consistent good judgment, above average problem solving skills, even temperament, strong interpersonal skills, and the desire to "go the extra mile" to create satisfied customers
- Exceptional telephone manners and proper command of the English language required. Must possess good written and verbal communication skills.
- Ability to multi-task and prioritize with ease.
- Must have excellent attendance record.
- Basic mathematical and analytical skills required, previous sale transaction experience desired. Must be detail-oriented and committed to producing an accurate work product.
- Must possess basic computer and general office skills (i.e. typing, use of calculator, familiarity with windows environment).
- Must be self-motivated and able to work well alone with limited supervision and able to work well with others.

The successful candidate will consistently strive for excellence in the delivery of our services and function as a contributing member of the CSR team to enhance the quality of our services.

To Apply – Hand Deliver, Mail, Fax or Email Application and Resume to:

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