

# **Customer Service Representative (Part-Time/Resource)**

## **GENERAL DEFINITION AND CONDITIONS OF WORK:**

This position performs customer service-related tasks, has strong people & organizational skills, and the ability to handle multiple demands. Must possess proficient computer skills and experience using current business software. Must have the ability to work in moderate & loud noise environments including, but not limited to, radios, telephones, human voices, & Aircraft. Must possess inventory control skills and have strong verbal & written communication skills. Work is performed under general supervision.

This is sedentary work requiring the exertion of up to 30 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires reaching, fingering, standing, walking, bending, sitting, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word, and conveying detailed or important instructions to others accurately, loudly, or quickly; hearing is required to perceive information at normal spoken word levels, and to receive detailed information through oral communications and/or to make fine distinctions in sound; visual acuity is required for preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

## **ESSENTIAL FUNCTIONS/TYPICAL TASKS:**

**Intake telephone calls; Provide customer service; Direct aviation activity and service requests; Requisition supplies and equipment needed for cleaning and maintenance duties; Set-up public areas to prepare facility for events/meetings; Perform routine cleaning tasks to keep the interior of the office building looking clean and professional.**

- Provide Customer Service to all customers visiting the Airport.
- Utilize intercom, telephone, and radio to communicate Aircraft requests/activity.
- Balance/Maintain cash drawer.
- Create and process invoices via credit card, cash, or check.
- Handle public/customer inquiries and requests.
- Process daily cash close-out.
- Log daily Aircraft landings/departures.
- Log and process Aircraft service requests.
- Log/process call-out requests.
- Assist transient customers with lodging, catering, vehicle rental, etc.
- Ensure all common areas are maintained and equipped.
- Order and replenish coffee/coffee supplies, customer concessions, and breakroom supplies, as needed.
- Requisition supplies and equipment needed for cleaning duties.
- Gather and remove garbage and use best practices for recycling.

## **KNOWLEDGE, SKILLS AND ABILITIES:**

Comprehensive knowledge of standard customer service practices, procedures, and secretarial techniques; ability to balance cash drawer; comprehensive knowledge of the organization and functions of the Airport; ability to input data accurately; knowledge and ability to utilize office equipment, such as scanners, copiers, two-way radios, multi-line telephone; ability to type and to prepare effective correspondence on routine matters; ability to establish and maintain effective working relationships with associates and the general public; possess inventory control skills.

## **EDUCATION AND EXPERIENCE:**

Minimum of a high school diploma or equivalent; computer knowledge, including MS Word, Outlook and Excel. Customer Service and Aviation experience preferred.

## **JOB SPECIFICATIONS AND BENEFITS:**

Must be at least 18 years old. Wages commensurate with education and experience. Must be available to work rotating schedules, including evenings, weekends, and occasional holidays. This position is Part-Time Resource with no benefits, with a maximum of 19 hours per week. This position is open until filled.