

Job title	<i>Part-Time Customer Service Representative</i>
Reports to	<i>Airport Manager</i>

Position Summary

Crest Airpark is currently searching for energetic and knowledgeable part-time customer service professional. The Customer Service Representative (CSR) will function as the primary face of Crest Airpark and must be an exceptional relationship builder with the drive to provide world-class customer service. The CSR is effectively the Company's "store-front" at the facility. He/she is the internal representative of our company to our A/C owners, operators, business partners, and to the general aviation community.

Duties and responsibilities

- Direct activities related to dispatching, routing, and tracking transportation vehicles such as aircraft.
- Set up new accounts; maintain records and reports and other clerical duties.
- Confer with customers by telephone or in person in order to provide information about products and services, to take orders or cancel accounts, or to obtain details of complaints.
- Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken.
- Resolve customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, and adjusting bills.
- Check to ensure that appropriate changes were made to resolve customers' problems.
- Contact customers to respond to inquiries.
- Complete Airport FBO training programs and updates as they become available.
- Maintain daily record keeping as assigned.
- Assist in the preventative maintenance (daily checks), cleanliness and proper storage of all aircraft and FBO ground support equipment.
- Maintain cleanliness and light-duty maintenance of all aircraft parking and tie-down areas.
- Perform janitorial and light-duty maintenance of the Airport Office and all associated facilities utilized by the FBO operations.
- Perform the daily fuel quality testing and record results.
- Assist with the daily functions of the customer service counter.
- Complete contract forms, prepare change of address records, and issue service discontinuance orders, using computers.
- Maintain and stock information, materials and amenities in the customer service areas.
- Performs other duties as assigned.

Qualifications

Education Requirement:

- High School Diploma or GED

Qualifications include:

- Prior experience working at an FBO preferred
- Excellent Customer Service, Organizational, Training, and Communication Skills
- Desire to be part of a team
- Professional in appearance and mannerisms
- Basic computer and keyboarding skills
- Ability to calculate figures and amounts

- Attention to detail
- Ability to lift 50 lbs.

Working conditions

- This is a part-time position
- Must be willing to work weekends
- Some holiday work may be required

Physical requirements

Ability to lift heavy objects (50 lbs. +), expected during daily job function.

Application Instructions

Please contact Airport Manager, Rikki Birge, at 253-631-7100 or rikki@crestairpark.com to apply for this position.
