



Job Description

Position Title: Customer Service Specialist
Reports To: Customer Service Manager
FLSA Status: Non-Exempt

Position Summary: The Customer Service Specialist is responsible for providing effective customer service for all internal and external customers by using excellent, in-depth knowledge of company products and programs as well as communicating effectively with customers, pilots, and team members.

Essential Duties and Responsibilities: Distribute requests from clients or other departments by radio or verbal as well as collecting payment for services and data entry. Additionally, assist clients with hotel reservations, rental car reservations and catering requests. Other duties may be assigned to meet operational needs.

General

- ✓ Responsible and accountable at all times for operating in the best interest of Employer.
- ✓ Maintain a positive representation of Employer at all times including the name, integrity, culture, and concept of Glacier Jet Center.
- ✓ Consistently adhere to Company policies, procedures, and guidelines.

Operations

- ✓ Ensure guests are positively impacted by fostering an environment focused on exceeding guest expectations.
- ✓ Stock, organize and clean hospitality bar.
- ✓ Answer, transfer and manage high volume multi-line telephone.
- ✓ Accept and process sales of fuel and other services.
- ✓ Nightly reconciliation of transactions through various systems.
- ✓ Accurately and professionally receive, dispatch and process service requests.
- ✓ Assist customers with requests which include but are not limited to rental cars, courtesy cars, hotel reservations, and directions.
- ✓ Customer and interdepartmental communication to ensure all service requirements are met in a prompt and timely manner.
- ✓ Responsible for checking employee Company email each scheduled shift.
- ✓ Responsible for reporting any incident involving damage to aircraft or incorrect fueling immediately as mandated by company policy and federal law.
- ✓ Maintain airport security in accordance with applicable airport and federal regulations.
- ✓ Accountable for maintaining clean and orderly workspace. All work areas should be free of clutter.
- ✓ Ensure a safe work environment to reduce risk of injury and accidents, including promptly reporting all accidents in the event a vendor, guest or employee is injured.
- ✓ Ensure all federal, state, local, Company and industry safety protocols are followed.
- ✓ Adhere to safety protocols regarding the operation of machinery/equipment and vehicles. This includes but is not limited to speed limits.
- ✓ Follow Company control procedures to safeguard all assets including cash, equipment, and inventory.

- ✓ Participate in all mandatory Company meetings and trainings.
- ✓ Follow all Company safety guidelines to prevent injuries which include but are not limited to using personal protective equipment (PPE).
- ✓ Perform janitorial duties including but not limited to cleaning restrooms, stocking, vacuuming and trash removal.

Qualifications/Requirements:

- *Always maintain an awareness that lives are dependent upon the ability to perform all tasks assigned with accuracy and uncompromised concern for safety.*
- *Ability to learn basic aircraft fuel and service requirements.*
- *Must be able to learn, understand and retain complex information about many different systems and types of aircraft.*
- *Maintain high level of interpersonal skills with ability to handle sensitive and confidential information appropriately.*
- *Must have strong written and oral communication skills to tactfully and professionally interact with individuals at all levels throughout the organization.*
- *Ability to quickly synthesize information using common sense and reasoning to analyze and resolve issues while including appropriate people in the decision-making process.*
- *Demonstrate professional and respectful relationships with all co-workers, vendors, guests, supervisors, and managers.*
- *Ability to work independently as well as productively in a team setting.*
- *Ability to multitask, prioritize and adapt to unforeseen priority changes.*
- *Must demonstrate self-reliance, stamina, and drive.*
- *Must have high levels of objectivity and emotional consistency with the ability to remain balanced and fair.*
- *Must commit to long hours of work when necessary. This includes but is not limited to having the ability/availability to work extended shifts and additional shifts when necessary.*
- *Ensure work responsibilities are covered when absent.*
- *Availability to work early mornings, weekends, evenings, and holidays.*
- *Proficient in basic math calculations.*
- *Knowledge of Windows-based software, internet, and industry specific software (TFBO).*
- *Must complete Company, industry, state and federally required trainings, certifications and courses within the timeline provided during initial training period.*
- *Must have and maintain valid Driver's License.*
- *High School Diploma or equivalent preferred.*

Physical Demands:

Remaining in a stationary position, often standing, or sitting for prolonged periods. Moving about to accomplish tasks or moving from one worksite to another. Walking up to and sometimes over one mile a day. The position involves other regular movement including, but not limited to, climbing, bending, kneeling, squatting, reaching, twisting, lifting, and carrying. Adjusting or moving objects up to 50 pounds in all directions. Communicating with others to exchange information. Repeating motions that may include the wrists, hands and/or fingers. Assessing the accuracy, neatness and thoroughness of work assigned. Moving self in different positions to accomplish tasks in various environments.

Work Environment:

The employee is required to work in an environment that is fast paced, busy and has moderate to high noise levels. Because most work for this position will be outdoors, the employee is exposed to extreme/excessive weather conditions cold or hot, such as but not limited to exposure to snow or

rain as well as heat from the sun or machines. The employee is frequently exposed to hazardous and flammable materials used in the aviation industry such as but not limited to aviation fuels, oils, and fumes. The employee is frequently exposed to potentially dangerous equipment, including but not limited to moving aircraft, propellers, and jet engines.

I have received the job description for my position and understand the essential duties, responsibilities, qualifications, and requirements necessary to successfully perform my position. I understand that this job description supersedes any previous description of my position including the summary, duties, and responsibilities as set forth in my employment agreement.

Employee Name (Print)

Employee Signature

Date