

# **PEACHTREE CITY AIRPORT AUTHORITY**

## **JOB DESCRIPTION**

**POSITION TITLE:** CUSTOMER SERVICE REPRESENTATIVE

**DEPARTMENT:** FIXED BASE OPERATOR

**REPORTS TO:** AVIATION DIRECTOR AND/OR MANAGER

### **POSITION SUMMARY:**

This is a uniformed customer service front desk position responsible for greeting customers and performing various duties associated with the FBO service desk at Atlanta Regional Airport Peachtree City Falcon Field. Work involves entering point-of-purchase sales data into the computer, operating the airport traffic advisory radio, collecting payments receiving and screening phone calls for the FBO operation, assisting with car reservations and other customer needs. This position ensures guest amenities are prepared and available. Work is performed under the direct supervision of the aviation director and/or manager and reviewed through the evaluation of efficiency and accuracy of duties.

### **POSITION DUTIES:**

Serves as the receptionist, hostess, and concierge for the FBO; receives and screens calls; responds to requests for information by providing the same or directing requests to an appropriate staff member; takes messages; responds to public complaints by directing the call to appropriate staff member.

Collects payments for point-of-purchase sales; operates airport traffic advisory radio (UNICOM) and provides pilots with wind and runway information.

Enters data into the computer including fuel sales, advises status of aircraft arrivals, and updates aircraft reservations.

Maintains geographical knowledge of Peachtree City and surrounding communities including the location of hotels, restaurants, major businesses, and government offices; prepares auto rental agreements; uses maps and offers to provide travel directions to transient passengers and crews; answers questions on airport-related activities and businesses.

May operate courtesy vehicles in the performance of duties. Performs related work or duties as assigned.

### **Housekeeping:**

ALL crew members are expected to contribute to keeping the FBO terminal and facilities (bathrooms, break rooms, lounge, and briefing areas) cleaned and stocked.

## **DESIRABLE QUALIFICATIONS:**

### **Education and experience**

High school diploma or equivalent, with training or job experience in computer operation.

A minimum of two year's experience in public contact employment with an FBO or other aviation-related business is desired.

Any equivalent combination of education and experience may be considered.

### **Knowledge, skills, and abilities**

General knowledge of aircraft and radio communication operations.

Demonstrated knowledge of modern office practices, methods, equipment, and standard clerical procedures.

Demonstrated skills in operating a computer.

Ability to prepare sales invoices and daily reports.

Demonstrated experience to communicate clearly and effectively, orally and in writing.

Ability to complete job functions with frequent disruptions.

Ability to establish and maintain an effective working relationship with employees and the general public.

Must have the ability to adhere to customer service policy and training.

## **REQUIRED UNIFORM / APPEARANCE:**

Must present a clean, neat, well-groomed appearance.

The uniform business professional attire - no sweatshirts or sweatpants, no midriff-baring tops, no flip-flops or sneakers, and no jeans.

The uniform must be kept complete and in good appearance.