

PEACHTREE CITY AIRPORT AUTHORITY

JOB DESCRIPTION

Position Title: Customer Service Representative (CSR)

Department: Fixed Base Operator (FBO)

Reports To: Customer Service Supervisor

Position Summary

The Customer Service Representative (CSR) is the primary point of contact for customers, pilots, and visitors at the Fixed Base Operator (FBO) at Atlanta Regional Airport – Falcon Field. This position delivers high-quality, professional customer service while supporting front desk operations, sales transactions, communications, and guest services. The CSR plays a critical role in maintaining a safe, efficient, and welcoming environment consistent with Authority standards.

Essential Duties and Responsibilities

Customer Service & Front Desk

- Greet customers, pilots, and visitors in a courteous and professional manner
- Serve as receptionist and concierge for FBO operations
- Answer, screen, and route incoming calls; take accurate messages
- Respond to general inquiries or direct requests appropriately
- Address customer concerns and escalate issues when necessary

Sales & Administrative Functions

- Process point-of-sale transactions (cash and credit card) accurately
- Enter and maintain data including fuel sales, hangar/tie-down fees, rentals, and customer records
- Assist with preparation and verification of monthly statements
- Prepare and manage rental agreements and related documentation

Aviation Support

- Operate airport traffic advisory radio (UNICOM) and provide basic pilot information (e.g., wind and runway conditions)
- Assist with scheduling aircraft rentals and coordinating with flight instructors, as applicable

Guest Services & Coordination

- Coordinate catering, hotel accommodations, and ground transportation
- Maintain current knowledge of local services (hotels, restaurants, transportation, etc.)
- Provide directions and logistical support to transient crews and passengers
- Ensure guest amenities are stocked, organized, and presentable

Facility Maintenance & Team Support

- Maintain cleanliness and organization of FBO facilities, including lobby, restrooms, lounges, and briefing areas
 - Operate courtesy vehicles when authorized
 - Perform additional duties as assigned to support operational needs
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Minimum Qualifications

Education & Experience

- High school diploma or equivalent required
- Minimum of 1–2 years of customer service experience (aviation, hospitality, or related field preferred)
- Equivalent combinations of education and experience may be considered

Knowledge, Skills & Abilities

- Basic understanding of aviation operations and radio communications preferred
 - Proficiency in computers and standard office equipment
 - Strong verbal and written communication skills
 - Ability to multitask in a fast-paced environment with frequent interruptions
 - Strong attention to detail and accuracy
 - Ability to work independently and collaboratively
 - Ability to interact professionally with the public and coworkers
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Work Schedule & Environment

- Must be available to work flexible schedules, including nights, weekends, and holidays
 - Work is performed in an office/airport environment with frequent customer interaction
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Physical Requirements

- Ability to stand, walk, and sit for extended periods
- Ability to lift and carry items up to 25 pounds occasionally

- Ability to operate office equipment and vehicles safely
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Other Requirements

- Must be at least 21 years of age
 - Must possess and maintain a valid Georgia driver's license
 - Must be able to safely operate Authority vehicles and equipment
 - Must successfully pass a drug screening
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Dress Code & Appearance

Employees must maintain a clean, neat, and professional appearance at all times.

Business professional attire is required:

- Slacks or skirts of appropriate length
- No jeans, sweatpants, flip-flops, or athletic wear
- No midriff-baring clothing

Uniforms must be maintained in good condition.

Compensation & Benefits (Optional for Posting)

Compensation and benefits are provided in accordance with Authority policies and may include competitive pay, paid time off, and other benefits as applicable.

Equal Employment Opportunity Statement

The Peachtree City Airport Authority is an Equal Opportunity Employer and does not discriminate on the basis of race, color, religion, sex, national origin, age, disability, genetic information, or any other protected status under applicable law.

ADA Compliance Statement

The Authority is committed to providing reasonable accommodations to qualified individuals with disabilities in accordance with the Americans with Disabilities Act (ADA). If you require an accommodation to perform the essential functions of this position, please notify Human Resources.

Disclaimer

This job description is intended to describe the general nature and level of work being performed. It is not intended to be an exhaustive list of all duties, responsibilities, or qualifications. Duties and responsibilities may change at any time with or without notice.

Revision

Updated: April 2026