

Job Title: **Customer Service**  
Department: **Representative I**

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**SUMMARY**

Customer Service Representatives (“CSR’s”) are responsible for providing the highest level of service to each customer who visits our Fix Based Operation (FBO) in Ontario, CA.

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**PRIMARY FUNCTIONS AND ESSENTIAL RESPONSIBILITIES****Essential Duties:**

- Answer Phones timely for all customers and pilots.
- Check front desk voice-mail for recorded messages.
- Monitor Guest Amenities
- Maintain Guest and Lobby Areas
- Provide a courteous and business professional ‘First Impression’ to all walk-in customers. The “Can Do Attitude”.
- Take reservations and immediately follow-through on requirements for car rentals, catering orders, hotel reservations, etc. well in advance of all aircraft and passenger arrivals.
- Maintain an accurate daily schedule of all aircraft arrivals and departures.
- Coordinate specific, detailed shift change pass-downs to minimize confusion and service errors.
- Update Customer Database.
- Schedule Conference Room reservations.
- Accurately and timely process fueling and any other ancillary requests to Total FBO.
- Ensure regulatory compliance.
- Other duties as assigned.

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**REPORTING RELATIONSHIPS**

Position Reports To: Customer Service Manager

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**QUALIFICATIONS**

Educations/Certification:

- High School Degree

Required Knowledge:

- MS office applications, Word, Excel, Outlook

Experience Required:

- Customer Service Experience in any industry a must.
- Aviation background a plus

Skills/Abilities:

- Excellent verbal, written, and listening skills.
  - Good interpersonal skills and ability to interact professionally with executives and the general public
  - Detail-oriented and organized with the ability to multi-task.
  - Bi-lingual, Spanish, preferred
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