

Martha's Vineyard Airport

Job Title: **Airport Customer Service Representative (Seasonal)**
Full-time or Part-time, Seasonal, Non-benefited
Reports To: FBO Manager or designee
Pay Grade: **Seasonal**
Last Updated: February 2024

Position Definition:

This position:

- Will provide customer service related clerical assistance to a Medium, Non-hub Airport and FBO Services
- Perform a wide variety of clerical duties, communications and other related work as directed.
- Shall provide aircraft arrival and departure processing, customer service to pilots, passengers and the general public.
- Required to perform custodial duties, maintaining the cleanliness of the General Aviation public spaces, bathrooms, pilots' lounge and FBO employee work area.

Supervision:

Works under the general supervision of the FBO Manager, or designee. The Airport Customer Service Rep. (after training) may independently complete assigned tasks according to prescribed time schedule, and in accordance with standard practices of the Airport. Performs varied routine functions requiring an overall basic knowledge of Airport Operations. Exercises some judgment and independence in responding to inquiries and in dealing with other officials, pilots and crew, employees, and the general public.

Job Environment:

Work is performed in typical office environment. Work conditions frequently involve exposure to loud noise and fumes.

Operates personal computer, including word processor and data base software; telephone, copier, fax, typewriter, calculator, and other standard office equipment. Operates two-way radio and various point of sale software systems.

Makes frequent contacts with the general public, pilots, aircraft crew, state, federal and local agencies and representatives of outside organizations. Contact with the public requires considerable patience, courtesy and confidentiality.

The work may include assignments to various shifts, weekends, holidays and overtime as necessary.

Errors could result in significant delay or loss of services, poor public relations and some monetary loss.

Examples of Duties:

(The examples duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific stated duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

The primary responsibility of all Airport staff is to ensure the safe, efficient and accurate processing and servicing of passengers and aircraft. This responsibility must be met according to strict schedules, in accordance with the Airport Certification Manual and applicable regulatory guidelines.

Assists in the overall operation and administration of the Airport. Supports the functions of the Airport Management, full time operations clerk and other airport staff.

Provides clerical, custodial and service assistance to the Airport Management, performing a wide variety of clerical responsibilities including: accepting, recording and processing and dispatching customer orders to Operations Assistants, Operations Specialist and Supervisors.

Staffs the FBO Operations Office on a shift basis, maintains telephone and radio communication with aviation officials, airport employees and general public. Processes fuel orders, ramp fees, tie down fees, parking fees, merchandise sales, ramp passes and parking stickers, process cash, check and credit card sales.

Maintains a clean and safe environment in the FBO Operations Office, and the spaces utilized by pilot and passenger clientele – requiring both organizational and janitorial duties.

Assist in the preparation and reconciliation of customer transactions and recording automobile parking revenues. Assist in maintaining customer fuel accounts, aviation customer database, collects and records automobile parking revenues. Maintains customer fuel accounts. Maintains aviation customer database.

Provides customers with general and specific information regarding expected flights and services available. Provides aircraft services for pilots such as preparing inflight coffee, daily newspapers, ice and delivery of catering.

Accepts and addresses customer complaints and inquiries for immediate resolution by the appropriate personnel or referral to Airport Management.

Assists in the overall operation of the FBO operations and supports the functions of the full time operations clerk and airport management.

Assists the public, other departments and vendors by furnishing a variety of routine information and assistance and resolving minor problems and complaints.

Coordinates with other departments of the Airport and other governmental agencies to see that procedural requirements are met.

Acts as a customer service agent, receptionist, screens telephone calls and visitors, referring them to the appropriate personnel. Performs minor to medium housekeeping duties within the operations, general aviation areas and pilots lounge.

Any other task as assigned.

Recommended Minimum Qualifications:

Education and Experience:

High School Graduate or equivalent and additional course work in secretarial science; one year of responsible experience in clerical work; or any equivalent combination of education and experience.

Knowledge, Ability and Skill:

Knowledge – A basic knowledge of airport terminology. Sound knowledge of business practices, English, grammar, punctuation and spelling. Working knowledge of office procedures and machines. Basic familiarity with Airport operations and the relationship with other governmental offices.

Ability – The minimum qualifications for this job includes the ability to operate light office equipment, basic custodial or maintenance duties. Ability to understand and follow oral and written instructions. Ability to communicate effectively orally and in writing. Ability to establish effective working relationships with employees, other agencies and the general public. Ability to perform sustained physical efforts during routine activities.

Ability to maintain confidential records. Ability to maintain, manage and organize records. Ability to deal appropriately with the general public. Ability to pay attention to detail. Ability to prioritize tasks and meet deadlines. Ability to perform responsibilities independently.

Applicants must successfully pass and maintain a fingerprint based security background check, and drug test screening.

Skill – Multitask in a stressful, fast-paced environment. Good organizational skills. Excellent typing and word processing skills. Must be reliable and dependable. Good telephone skills. Accurate proofreading skills. Skill in the operation of all the above listed tools and equipment.

Physical Requirements:

The minimum physical qualifications required to accomplish the above stated essential job functions include the ability to sit or stand at a computer for long periods of time, stooping kneeling, reaching and grasping with hands and arms, pushing and moving cleaning equipment and lifting/carrying of objects weighing 30lbs. The ability to operate a keyboard at efficient speed. Specific vision requirements include close vision and ability to adjust focus.

(This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.)