



Job Title:	CUSTOMER SERVICE REPRESENTATIVE I
Department:	FBO SERVICES
Reports To:	ASSISTANT MANAGER, CUSTOMER SERVICE
FLSA Status:	NON-EXEMPT
Prepared Date:	MARCH 2022
NAICS W/C:	CLERICAL – NOT INSURED FOR RAMP
EEOC:	ADMINISTRATIVE SUPPORT WORKER

About Us

At Naples Airport Authority we want to build a team that understands that by working together, under these principles, we will all help ensure a safe and productive airport environment and make for an enjoyable experience for our customers, the public and our employees.

Purpose

Connecting you to Naples through an exceptional airport experience.

Customer Service Vision

First and lasting impression of excellence.

Values

AGILE
PASSIONATE
FOCUSED

COLLABORATIVE
ACCOUNTABLE
RESPECTFUL
ETHICAL
STEWARDSHIP

Job Purpose

The Customer Service Representatives are responsible for delivering an outstanding customer service experience to all guests who visit Naples Aviation. CSR's take pleasure in interacting with customers, enjoy focusing on the details and accuracy of everyday tasks and have a desire for exceeding expectations of their clients and coworkers.

Supervision Received & Exercised

Receives direction from FBO Management, Customer Service Supervisor, or other higher level supervisory or management personnel.

Essential Duties & Responsibilities

- Ensures customer service delivery levels are maintained at the highest level. Deliver a proactive and personalized customer service experience to all customers; must have an upbeat, friendly, and positive demeanor.
- Assist customers with their needs to include coordinating requests for fueling, towing, catering, ground transportation, and lodging.
- Exhibits basic knowledge of safety procedures and situational awareness in accordance with the Authority's Safety Management System (SMS) program; completes training in compliance with Authority guidelines.
- Excellent communication skills as well as answering and ability to learn a multi-line phone system.
- Assists with updating and maintaining hotel rates for seasonal changes.
- Responsible for data entry utilizing accounts receivable software and securing payment for all services rendered including running credit cards through credit card machines and taking cash for services rendered; must have the ability to learn Aviation Business Software.
- Under supervision of the Asst. Manager of Customer Service, or any supervisor, performs all close out procedures daily for balancing at the end of each shift.
- Answers emergency communication calls and makes proper notification to internal staff.
- Effectively communicate via air-to-ground radio, ground-to-ground radio, or other electronic communication, along with being familiar with aviation-related terms and concepts.
- Maintain an accurate schedule of aircraft arrivals and departures; informs pilots and general public of airport operational policies.
- Keeps the Asst. Manager/Supervisor, or in his/her absence, the FBO Manager informed of all customer service issues and complaints at all times.

Disclaimer: This job description is meant to reflect the general nature and level of work being performed. It is not intended to be construed as an all-inclusive list of job requirements; other duties as assigned may be required. This job description does not restrict management's right to revise or change job duties as the need arises.

- Must be physically present to work as member of the team to serve customers, visitors and staff who may need unscheduled assistance.
- Must be able to have a flexible work schedule.

Other Duties

- Assist other departments as needed.
- Performs other duties or special projects as assigned.

Competencies

- **Attendance/Dependability/Reliability** - Punctual and adheres to the established work schedule including nights, weekends, and holidays; follows prescribed work break/meal periods. Can be counted upon to complete work on schedule.
- **Care of Equipment and Company Property** – Responsible for the overall organization, cleanliness, upkeep, and operations of the front desk and FBO lobby area.
- **Communication** - Communicates well both verbally and in writing, delivers presentations, and has good listening skills.
- **Computer Skills (Basic)** - General knowledge of concepts and terms, file management, document processing, presentation software, and e-mail communication; Must have the ability to learn Total FBO (Aviation Business Software).
- **Customer Service Orientation/Interpersonal Skills** - Effective in maintaining harmonious working relationships with co-workers, supervisors, customers and the public; interested, dedicated and enthusiastic toward work. Builds strong relationships, is flexible/adaptable, works well with others, and solicits feedback. Ability to interact with Private and Corporate clientele with a professional can do attitude.
- **Initiative/Creativity** - Ability to ask relevant questions and display self-directed learning; seeks out new assignments and assumes additional duties when necessary, without prompting; proposes ideas and new and better ways of doing things.
- **Job Knowledge** - Application of skills, training, abilities and/or related experience to the performance of specific job duties and responsibilities; demonstrates knowledge of a particular field; demonstrates learning ability and versatility.
- **Mathematical Skills (Basic)** - Use basic mathematical skills to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. Basic use of 10-key calculator

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- **Quality of Work/Independence** - Observance of high standards and thoroughness in work procedure; accuracy and attention to detail. The degree of work accomplished with little or no supervision.
- **Professional Appearance** - Maintains a professional appearance.

Minimum & Preferred Qualifications

- 6 months related customer service experience and/or training; or equivalent combination of education and experience.
- Must have ability to add, subtract, multiply, and divide in all units of measurement.
- Ability to compute and interpret bar graphs, apply common sense understanding to carry out detailed instructions, both oral and written, and to answer customer questions and resolve issues as necessary.
- Must have working knowledge of computers including Microsoft Word and Excel.

Education/Professional Certifications

- High school diploma or general education degree (GED)
- Basic knowledge of aviation/airport operations and terminology helpful.

Machines Tools & Equipment

Must be able to operate the following: two-way radio, computers, credit card machines, telephones, and various other office equipment. Basic computer usage to check emails, complete trainings, and review customer orders.

Driver's License Requirements

- A current, valid Florida driver's license with full privileges (not suspended or revoked) and driving record that meets the Authority's driving standards.
- Must maintain a valid State of Florida driver's license or possess a valid out-of-state driver's license and obtain the State of Florida driver's license within 30 days of employment.

Language Skills

Must have ability to read and comprehend instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization. Ability to learn the aviation phonetic alphabet and hear and speak numerical sequences clearly and effectively over a two-way radio system.

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Working Conditions

While performing the duties of this job the employee is occasionally exposed to fumes or airborne particles. The noise level in the work environment is usually loud.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

Physical Requirements

While performing the duties of this job the employee is regularly required to stand, talk or hear. The employee is frequently required to walk; sit; use hands to finger, handle, or feel; reach with hands and arms and stoop, kneel, crouch, or crawl. The employee must regularly lift and /or move up to 25 pounds.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Supervisor Signature & Date:	
Employee Signature & Date:	

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Critical Development Experiences

Customer Service Representative I to Customer Service Representative II

This is intended only as a summary illustration of a possible career ladder in the Operations department. This is not intended as a promise of promotion or change in position.

Qualifications:

- 12 months of related experience and/or training; or equivalent combination of education and experience.

Responsibilities:

- Must be physically present to work as member of the team to serve customers, visitors and staff who may need unscheduled assistance.
- Exhibits a strong knowledge of safety procedures and situational awareness in accordance with the Authority's Safety Management System (SMS) program; completes training in compliance with Authority guidelines.
- Serves as a role model to employees demonstrating positive interpersonal skills
- Prepares and submits recommendations designed to improve efficiency, including action plans.
- Knowledge of aviation-related terms and concepts.
- Assist in the procurement of equipment, supplies, and inventory control for the department within budget guidelines.
- Review and verifying the accuracy of shift transaction closeouts.

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