



Job Title:	CUSTOMER SERVICE REPRESENTATIVE II
Department:	OPERATIONS
Reports To:	FBO Manager
FLSA Status:	NON EXEMPT
Prepared Date:	MAY 2018
NAICS W/C:	CLERICAL – NOT INSURED FOR RAMP
EEOC:	PROFESSIONALS

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.

Vision Statement

Connecting people to the Paradise Coast through an exceptional airport experience.

Mission Statement

The City of Naples Airport Authority strives to operate, develop and maintain the Naples Airport with a commitment to enhancing the quality of life throughout the community.

Values

AGILE organization

PASSIONATE in service to our community

FOCUSED on excellence

COLLABORATIVE decision making

ACCOUNTABLE for our actions

RESPECTFUL of one another, customers and citizens

ETHICAL standard of conduct

STEWARDSHIP of financial, social and environmental resources

Job Purpose

The Customer Service Representatives are responsible for delivering an outstanding customer service experience to all guests who visit the Naples Airport.

Supervision Received & Exercised

Receives direction from Director or FBO Manager, Duty Officer 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.
- Arrange, prioritize, and coordinate aircraft servicing to include fueling, towing, catering, ground transportation, and lodging.
- Excellent communication skills as well as answering and operating 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 Total FBO (Aviation Business Software).
- Serves as a role model to employees demonstrating positive interpersonal skills.
- Prepares and submits recommendations designed to improve efficiency.
- Assist in the procurement of equipment, supplies, and inventory control for the department within budget guidelines.
- Under supervision of the FBO Manager, Duty Officer, 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, along with being familiar with aviation-related terms and concepts.

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.

- Maintain an accurate schedule of aircraft arrivals and departures; Informs pilots and general public of airport operational policies.
- Keeps the FBO Manager, or in his/her absence, the Manager of Operations/Security informed of all customer service issues and complaints at all times.
- 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

- Performs other duties or special projects as assigned.
- Assist FBO Manager and CSR 3 by performing the following duties: routine daily duties/operations in accordance with standard procedures, training/development and orientation of new employees, reviewing and verifying the accuracy of shift transaction closeouts.

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, has good listening skills.
- **Computer Skills (Basic)** - General knowledge of concepts and terms, file management, document processing, use of presentation software, and use e-mail to communicate; 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, 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.

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- **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.
- **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

Must have excellent communication skills and customer service knowledge. Must have basic computer skills, office software, order entry. Must have a valid Florida driver's license.

Education/Professional Certifications

- Associate's degree (A.A.) or equivalent from two-year College or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience.

Machines Tools & Equipment

- Must be able to operate radios, computers, credit card machines, calculators, and various other office equipment.

Driver's License Requirements

- A current, valid Florida driver's license with full privileges (not suspended or revoked).
- 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.
- A driving record that meets the Authority's driving standards.

Language Skills

Must have ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and

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correspondence. Ability to speak effectively before groups of customers or employees of organization.

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 II to Customer Service Representative III

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:

- Associate's degree (A.A.) or equivalent from two-year College or technical school: or six months to one year 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.
- Must be fully familiar with the Airport Certification Manual and Emergency Plan to assist the Duty Officer in all daily operations and emergency response situations.
- Performs routine daily duties/operations in accordance with standard procedures and NAA organizational policy.
- Prepares and submits recommendations designed to improve efficiency, including action plans.
- Responsible for the procurement of equipment and supplies in the CSR area.
- Performs monthly supply inventory.

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