



Standard Aviation LLC
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JOB DESCRIPTION

POSITION: Customer Service Representative

REPORTING TO: FBO Manager

FLSA STATUS: Non-Exempt

Summary:

Responsible for providing high-end, high-touch customer service to FBO clients, crew and passengers and other aviation industry personnel. Duties include all front office and back office administrative tasks needed to provide the highest level of customer service including assisting customers with ground transportation, catering/coffee/ice, taking reservations, assist with fuel operations, support FBO manager as needed and other duties as assigned. This 40 hour per week position requires the ability to work a flexible schedule based on our customers' needs as we are a 7 day operation.

Principal Duties and Responsibilities:

- Welcome customers and assess their needs. Process reservations with a positive and friendly attitude.
- Maintain accurate records, update online reservation system with current, accurate data. • Process weekly billing and receipt of funds. Provide monthly reporting as required. • Handle Customer Requests:
 - Send confirmation to operator and fuel
- Handle incoming telephone and email requests.
- Create and update handling requests
 - Pax / crew information (immigration form)
 - Track third party order numbers (catering/limo)
 - Invoice fuel suppliers if required
- Line Service:
 - Advise line service of fueling / lav / catering requests
- Close Handling:
 - Departure and handling is closed
 - Advise external parties if required about ETA, ETD
 - Generate invoice
 - Automatically calculated airport fees (landing, parking, surcharges, etc.)
 - Default pricing and customer contracts on handling note
 - Multiple forms of payments (cash, credit cards, invoice, etc.)
 - Split invoice for third-party services
- Other duties as assigned

Requirements:

- High School diploma or equivalent required.
- Strong customer service and communication skills
- Intermediate to advanced computer skills; working knowledge of MS Office suite
- Must successfully complete all training requirements and maintain certifications throughout employment if required
- Valid driver's license
- Must be able to pass a criminal background check
- Must be able to work a flexible schedule, including weekends and holidays • Ability to work in a time-sensitive, multiple shift, and team-oriented environment • Must be dependable and able to take direction from supervisors to service the customer safely and on-time
- General math aptitude
- Good command of the English language both verbal and written
- Must have authorization to work in the U.S.
- Highly organized with a background in scheduling and planning
- Once fully trained, proficiency with web-based Total Aviation Software and our Accounting system software is required.

About Standard Aviation (SA): SA operates as an FBO (Fixed Based Operator) located at the Cyril E. King Airport in St. Thomas, providing fuel and handling services to private aircrafts. Our customers are traveling as pilots, owners and guests. We are committed to offering truly excellent customer service to ensure smooth and efficient handling of all our customers' needs.