



Standard Aviation LLC

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## JOB DESCRIPTION

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**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.

### **ESSENTIAL ELEMENTS:**

- 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 / lavatories / catering requests
- Close Handling:
  - Departure and handling are 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

### **SECONDARY ELEMENTS:**

- Ensure that work area and equipment are maintained in a clean, safe, and orderly condition and established company policies and procedures are adhered to.
- Perform other related duties as assigned or as required.

## **REQUIREMENTS:**

- **Legally authorized to work in the U.S.**
- 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 shifts, 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.
- 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.

*Standard Aviation (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 aircraft. 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.*

03/01/19 SDM/sar  
Rev. 04/05/22 SLB  
Rev. 07/15/22 AEB