

Customer Service Representative

Lancaster Airport is seeking a customer service representative to support our growing FBO operation, Alliance Aviation. This front facing position assists pilots and visitors by handling concierge requests, processing Point of Sale transactions, answering phone calls, emails, and radio communications.

Essential Functions/Responsibilities:

- Greet and assist visitors, anticipating their needs to ensure a seamless and positive experience
- Maintain polite and professional communications via phone, e-mail, and radio
- Use computers to process transactions and generate reports
- Accurately post transactions in Quick Books and Excel
- Communicate clearly and concisely the needs of visitors to staff
- Booking ground transportation and making hotel reservations
- Prioritizing tasks for optimal visitor experience
- Light cleaning to maintain ascetics for enhanced visitor experience

Pre-requisites:

- Valid In-State Driver's License
- Ability to pass a pre-employment drug screen
- Ability to pass a background check

Knowledge, Skills & Abilities Required:

- Excellent customer service skills
- Strong work ethic
- Ability to work in a team-oriented environment, as well as alone
- Ability to type and/or use a computer keyboard with sufficient speed to meet the requirements of the role
- Experience with Microsoft Word and Excel
- Able to communicate information and instructions verbally and/or via radio equipment
- Able to communicate effectively in a professional manner
- Able to work quickly and efficiently to meet tight time restrictions
- Occasional outdoor stooping and bending required to assist visitors

Preferred Qualifications:

- Aviation experience helpful, but not required
- QuickBooks experience helpful, but not required

Shift Needed: PT and FT positions available; evenings and weekends required

Starting Wage: \$13.00 - \$15.00 based on level of experience

Start Date: Immediate