

## **Customer Service Representative**

Lancaster Airport is seeking a part-time 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:** Evenings and weekends required

**Start Date:** Immediate