

Customer Service Representative



Position Summary:

This position will deliver a variety of customer service to airport tenants, commercial and private aircraft passengers and crew through application of knowledge of our airport, its services, and products. All employees must pride themselves on professionalism, should be outgoing, personable, and able to work effectively as a team-player.

Description:

- Responsible for resolving customer requests, questions, and needs ensuring the best use of resources to accomplish these tasks in a high pace environment.
- Must be able to handle customer complaints and maintain an understanding and professional attitude, even when handling unpleasant customers.
- Serve as a concierge between customers and various airport departments and vendors.
- Operate office equipment to include but not limited to – air to ground radio, ground radios, airport access control, computers, phones, etc. as needed.
- Possess basic computer skills with the ability to easily grasp the functionality and concepts of company software.
- Provides price quotes, processes orders - including invoicing.
- Sets up new accounts, maintain records, prepare daily, monthly, and annual reports, and perform work assignments and related clerical duties accurately with an eye for detail.
- Provide current airport information for pilots and passengers alike.
- Knowledge of customer service should include assisting customers with hotel reservations, ground transportation, catering, information on local attractions and activities, and other information that provides valuable information to our customers.
- Maintain a pleasant, friendly, and outgoing attitude.
- Meet and greet First Class customers and assist as needed.
- Required to wear professional business attire as supplied by employer.
- Maintain a high standard of personal hygiene at all times.
- Demonstrate excellent interpersonal and verbal communication skills.
- Willing to work varied hours, including weekends, holidays, and overtime as needed.
- Handle multi-tasking, customer follow-up, and be a self-motivator.
- Serve as a liaison between customers and airport line technicians.
- Be able to handle emergency situations calmly.
- This is a non-exclusive list that may change at any time.

Requirements:

- Must be at least 18 years of age.
- Must have reliable transportation.
- High School diploma or general education degree plus a minimum of two years of customer service-related experience or the equivalent in related training and/or experience.
- Valid Colorado Driver's License with a good driving record.
- Pass all security and background checks.
- Must be drug free.
- Speak English fluently.
- Must possess strong multitasking skills.

Customer Service Representative



Expectations:

- Work schedule 3-4 plus blackout dates – 1 weekend day per week
- You are expected to be on time for your shift regardless of weather – plan accordingly.
- Holidays are our busy days – don't expect them all off.
- Meeting days – every 2nd Wednesday of the month.
- Professionalism – a lot of high-profile people come through here.
- 60-day trial period.
- While marijuana is now legal in Colorado, the Telluride Regional Airport is regulated by the Federal Aviation Administration – so all employees must be drug free. New hires will be drug tested and are subject to random drug tests.

Benefits:

- Starting Pay: \$18/hr.
- Holiday Pay: Time & a half
- Overtime: Time & a half
- Tips can be frequent and generous, but are not to be expected or used for customer gain. All tips are split evenly between everyone working each day (management is excluded from tips).
- Health/Dental/Vision Insurance available after 60 days of employment. This is 100% covered by the airport. Supplemental Aflac insurance is also available at a cost to employee.
- Profit Sharing
- 457K Retirement Plan available with a 5% match after 1 year of employment.
- Free Gas and/or employee car use.
- Clothing allowance.
- Sick Time: After 60 days – 48 hours (renews yearly)
- Vacation Time: After first year = 40 hrs, after second year = 80 hrs, after third year = 120 hrs, after 9 years: 160 hrs.
- Work schedule will be alternating 3 days / 4 days per week.