Telluride Regional Airport
Job Description – Customer Service Representative

1. EMPLOYMENT AND DUTIES.

A. Customer Service Representatives shall have responsibilities, duties and authority reasonably accorded to and expected of this position, and will report directly to the Line Service Manager. Customer Service Representatives hereby accepts these responsibilities upon the terms and conditions herein contained.

B. Customer Service Representatives shall faithfully adhere to, execute and fulfill all policies established by TRAA and the Airport Manager. Customer Service Representatives shall be responsible for customer service and enforcing and adhering to all rules and regulations.

C. Customer Service Representatives shall not, during the term of his/her employment hereunder, be engaged in any other business activity if such activity interferes with their duties and responsibilities hereunder.

D. Customer Service Representatives shall be responsible for customer service.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following.

➢ Complete annual NATA training and other assigned training.
➢ 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 and phones as required.
➢ Possess basic computer skills with the ability to easily grasp the functionality and concepts of company software.
➢ Provides price quotes, process orders including invoicing.
➢ Sets up new accounts, maintains 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.
➢ Knowledge of customer service should include assisting customers with hotel reservations, ground transportation, catering, local attractions/activities and other functions that will be helpful to the customer.
➢ Maintain a pleasant, friendly and outgoing attitude.
➢ Meet and greet First Class customers and assist as needed.
➢ Required to wear and maintain professional business attire as supplied by employer.

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➢ Maintain a high level standard of personal hygiene at all times.
➢ No nose, lip or eye rings.
➢ Demonstrate excellent interpersonal and verbal communication skills.
➢ Willing to work varied hours, including weekends, holidays and overtime as required.
➢ Able to be on your feet all day
➢ Demonstrate multi-tasking abilities, customer follow-up and be a self-motivator.
➢ Serve as a liaison between customers and airport line technicians.
➢ Be a team player.
➢ Ensure ramp security
➢ Assist Line Service Manager as required.

NORMAL WORK HOURS

➢ This is a full-time position that requires shift work up to 40-hours per week.
➢ In addition to their normal shifts, CSR’s must be available December 20th through January 2nd, four days prior and four days after President’s Day, July 2nd through July 6th and four days prior and four days after Film Festival in August/September.

OVERTIME

➢ If overtime is required beyond 40 hours in a given week, overtime shall be paid based on 1.5 hours for every hour of over time. Any overtime other than after-hour customer service requests or Airport emergencies must be approved by the Line Service Manager and the Airport Manager.

➢ RETURN OF PROPERTY

➢ All Company records, business plans, financial statements, manuals, memoranda, lists, tools, vehicles, equipment, materials, supplies and other property delivered to or in the possession of any TRAA employee, shall be and remain the property of TRAA and subject at all times to its discretion and control. Likewise, all computer equipment, tools, vehicles, equipment and supplies belonging to a TRAA employee shall be and remain the property of TRAA employee and subject at all times to his discretion and control.

CONFIDENTIAL INFORMATION, AIRPORT SECURITY

➢ TRAA employees agree that they will not, during or after the term of this Agreement, disclose TRAA’s arrangements, relationships or agreements with regard to airport operations, confidential plans, or security provisions to any person, firm, partnership, corporation or business for any reason or purpose whatsoever, or any other significant and material confidential information of TRAA, whether in existence or proposed.

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REQUIREMENTS

➢ Must be at least 18 years of age. High School diploma or general education degree (GED). Possess a valid Colorado driver’s license with a good driving record. Pass all security and background checks. Must be drug and alcohol free, and able to pass a drug/alcohol screening. Provide reliable transportation. Speak, read, and write English fluently and be knowledgeable with the operation of computers.

ACKNOWLEDGMENT FORM

I HAVE RECEIVED A COPY OF THE JOB DESCRIPTION FOR CUSTOMER SERVICE REPRESENTATIVE. I UNDERSTAND THAT I AM TO BECOME FAMILIAR WITH ITS CONTENTS. FURTHER, I UNDERSTAND:

• EMPLOYMENT WITH TRAA IS AT-WILL. I HAVE THE RIGHT TO END MY WORK RELATIONSHIP WITH THE COMPANY, WITH OR WITHOUT ADVANCE NOTICE FOR ANY REASON. THE COMPANY HAS THE SAME RIGHT.

• THE LANGUAGE USED IN THIS JOB DESCRIPTION AND ANY VERBAL STATEMENTS OF MANAGEMENT ARE NOT INTENDED TO CONSTITUTE A CONTRACT OF EMPLOYMENT, EITHER EXPRESS OR IMPLIED, NOR ARE THEY A GUARANTEE OF EMPLOYMENT FOR A SPECIFIC DURATION.

• THE JOB DESCRIPTION IS NOT ALL INCLUSIVE, BUT IS INTENDED TO PROVIDE ME WITH A SUMMARY OF SOME OF THE ESSENTIAL DUTIES AND RESPONSIBILITIES.

• THIS EDITION REPLACES ALL PREVIOUSLY ISSUED JOB DESCRIPTIONS FOR CUSTOMER SERVICE REPRESENTATIVE. THE NEED MAY ARISE TO CHANGE THE ESSENTIAL DUTIES AND RESPONSIBILITIES DESCRIBED IN THE JOB DESCRIPTION, EXCEPT FOR THE AT-WILL NATURE OF EMPLOYMENT. THE COMPANY THEREFORE RESERVES THE RIGHT TO INTERPRET THEM OR TO CHANGE THEM WITHOUT PRIOR NOTICE.

• NO REPRESENTATIVE OF TRAA, OTHER THAN THE AIRPORT BOARD, HAS THE AUTHORITY TO ENTER INTO AN AGREEMENT OF EMPLOYMENT FOR ANY SPECIFIED PERIOD AND SUCH AGREEMENT MUST BE IN WRITING, SIGNED BY THE BOARD CHAIRMAN. WE HAVE NOT ENTERED INTO SUCH AN AGREEMENT.

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Employee’s PRINTED Name

Date

_____________________________________
Employee’s Signature

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