

<b>Job Title: Customer Service Representative/Front Desk</b>	<b>Department/Shop: Fixed Base Operations (FBO)</b>
<b>Reports To: Assistant General Manager (NorthStar)</b>	<b>Location: Missoula, MT</b>
<b>Supervisory Position: No</b>	<b>Travel Required: No</b>

**Position Summary:**

- Customer Service Representative will greet customers and perform front desk duties on weekdays, weekends, and holidays.

**Essential Responsibilities:**

- Provide excellent Customer Service.
- Exceptional verbal and written communication skills.
- Ability to multi-task in a fast-paced environment.
- Understanding of basic processes required in the FBO Industry.
- Oversee multiple telephone lines for Northstar Jet and Neptune Aviation.
- Operate multiple radios and relay communications accurately.
- Make reservations for aircraft arrivals and departures including scheduling multiple services.
- Dispatch, track, schedule and verify logs for accuracy, for flight school aircraft.
- Processing multiple varieties of customer payments including contract fuel.
- Retail Sales of Neptune merchandise.
- Daily invoice entries into TFBO.
- Credit card machine operation and balance.
- Manage multiple customer requests such as hotel reservations, car rentals, catering, special services etc.
- Maintain customer breakroom and stock supplies daily.
- Light duty lobby cleaning and prep work.

**Knowledge, Skills, and Competencies:**

- Strong organizational skills, attention to detail, ability to prioritize and meet deadlines.
- Ability to multi-task in a fast-paced environment with fluctuating priorities and deadlines.
- Familiarity with Microsoft Office Suite, Total FBO, and general computer operations.
- Ability to work individually and as part of a team.
- Strong understanding of Customer Service and working with different customer groups.
- Ability to think analytically and be a problem solver.
- Ability to communicate effectively with customers and co-workers in a courteous and professional manner.

**Required Qualifications:**

*Any combination equivalent to the following would provide the required knowledge, skills and abilities needed to qualify.*

- High School Diploma or Equivalent Certificate.
- Commitment to the mission and vision of Neptune Aviation Services Inc.



- Proficient with the Microsoft Office suite of products.
- 3 years of receptionist experience or relatable experience.
- Strong desire to work as a productive and positive team member.
- Excellent interpersonal skills.
- High level of integrity and trustworthiness.

**Desired Qualifications:**

- Multiple years of Aviation experience at any level.

**Physical Requirements and Working Conditions:**

- Must be able to work in an environment with rapidly changing priorities.
- Must be able to work for prolonged periods sitting at a desk with typical computer/office equipment.
- Must be able to lift 15 pounds and at times up to 30 pounds.
- Work schedule possibility/availability.

**Additional Information:**

This job description is not intended to be all – inclusive, and the employee will also perform other reasonably related duties as assigned by immediate supervisor or management to fulfill job function or as deemed necessary. Neptune Aviation Services Inc. reserves the right to revise or change position responsibilities as the need arises. This description does not establish a written or implied contract of employment.

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Company Representative Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Please email cover letter and resume to [employment@neptuneaviation.com](mailto:employment@neptuneaviation.com) to be considered.**