



<b>Job Title: Front Desk Receptionist</b>	<b>Department/Shop: Fixed Base Operations (FBO)</b>
<b>Reports To: CSR Supervisor</b>	<b>Location: Missoula, MT</b>
<b>Supervisory Position: No</b>	<b>Travel Required: No</b>

**Position Summary:**

- Receptionist will greet customers and perform front desk duties on weekdays, weekends, and holidays.

**Essential Responsibilities:**

- Represent NorthStar Jet and Neptune Aviation with the highest professional standard.
- Answer multi-line phones and direct calls.
- Welcome guests and fellow employees to the work area and direct to the appropriate party when necessary.
- Coordinate with customer service representatives.
- Move cars, facilitate rental car acquisition and returns.
- Assist with arrival/departure aircraft ramp operations.
- Assist with passenger loading and unloading with the upmost discretion and confidentiality.
- Create and coordinate local hotel reservations.
- Exceptional verbal and written communication skills.
- Ability to multi-task in a fast-paced environment.
- Light duty lobby cleaning and prep work.
- Learn to operate radios and call features.

**Knowledge, Skills, and Competencies:**

- Strong professional acumen and presentation of solutions and services.
- Solid 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, and general computer operations.
- Ability to work individually and as part of a team in a shared desk space
- 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.



- 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: \_\_\_\_\_