

**Job Title:** Customer Service Representative  
**Department:** Reading Jet Center/Reading Jet Maintenance  
**Reports To:** President/Office Manager  
**Directly Supervises:** N/A

The Reading Jet Center is a first class FBO facility with qualified maintenance staff, complimentary concierge services, private facilities for crew members, competitive jet fuel pricing, and hangar services. Our friendly and experienced FBO staff provides superior customer support to private and business aviation clientele. As a Customer Service Representative you will provide quality and professional customer service to our customers, crew members and passengers. Previous aviation experience is not required. On the job training is provided.

#### **Customer Service -**

- Demonstrates ability to work independently without supervision.
- Deliver proactive and superior customer service and professionalism to private and business aviation clientele.
- Work in a team environment with other employees.
- Arrange for catering, rental car and hotel reservation at our customer's request.
- Provide shuttle service for passengers/crew as required.
- Answer phone.
- Keep lounge and customer areas clean and tidy.
- Keep fresh coffee and snacks for customers.
- Keep kitchen organized, stocked and clean.
- Take information for incoming aircraft and provide hotels, rental cars, catering, etc.
- Write information for incoming aircraft on board for line service's information as well as on the form for Aircraft Arrival Information.
- Provide information to line service for the amount of fuel required by the customer.
- Accept payment for fuel and services.

#### **Fuel Sales -**

- Enter fuel sales into the Daily Fuel Sheets under the correct category. Run any credit card sales that weren't run the day before. Email these sheets upon completion. Staple tickets and receipts to the corresponding sheets and file in notebooks provided.
- Create and mail invoices in QuickBooks related to fuel sales on a daily basis.
- Create sales receipts in QuickBooks and file for comparison to banking activity.
- At the end of each month, provide the monthly fuel report to the VP of Accounting and to RJC's Finance Manager
- Create landing fee and fuel flowage invoices for the Airport Authority.
- Create monthly report covering fuel sold and fuel received and submit to Airport Authority before the 20<sup>th</sup> of the month.
- Create monthly report showing landing fees collected and submit to Airport Authority before the 20<sup>th</sup> of the month.
- Create end-of-month report indicating the top 4 and their fuel totals, the rest of the business and then the total of both. Always include RAC whether or not they are in the top four in sales.
- Internal Financial Reporting & Summaries (daily, weekly and bi-weekly)

#### **Bookkeeping -**

- Checking Daily Bank Balances
- Entering all deposits & credits into QuickBooks
- Entering all A/P & A/R into QuickBooks
- Create and mail invoices in QuickBooks related to fuel sales on a daily basis.
- Create sales receipts in QuickBooks and file for comparison to banking activity.

- Entering Work Orders from RJM to create invoices & sales receipts, also tracking of invoices & sales receipts for RJM
- File & Organize A/P, A/R, AvFuel, Payroll, Taxes, & Employee files
- Enter & keep up to date records on new/current/old vendors, customers & employees
- Enter Payroll into QuickBooks, Printing Paychecks, & Distributing Paychecks
- Enter & Pay Payroll bi-weekly taxes & quarterly taxes
- Track Credit Card Fees on a Monthly Basis
- Track AvFuel Payments & Credits
- Track Utilities for RJC & RJM
- Any additional emailing, phone calls, faxing, printing & filing as appropriate
- Pick up any items from RJC/RJM office for entry, daily
- EOM Journal Entries for Flowage fees, Payroll tax allocations and Amortizations

### **Physical Requirements –**

- Ability to sit and/or stand for long periods of time, bend, twist, kneel and lift up to 50lbs.
- Must be at least 18 years of age.
- Finger dexterity, operation of motor vehicle, manage multiple tasks/projects, close attention to detail and adapt to ever changing work environment.
- Must possess a valid driver's license.
- Operational vehicle to commute to/from work.
- Ability to successfully pass pre-employment drug screen, physical examination, breath alcohol test, audiogram analysis and visual exam.

### **A well-rounded, quality candidate will possess the following skills:**

- Superior communication and organization skills.
- Ability to adapt to a fast-paced working environment.
- Articulate needs of department to superiors and vendors.
- Adopt and implement Reading Jet Center practices into day-to-day departmental operations.
- Accepting of change at any time.
- Confidence to professionally inquire about reports, purchase orders, scheduling, etc.
- Aware of, and able to accurately convey status of, multiple tasks relative to deadlines.
- Clear, concise and accurate communication with internal and external customers.
- Positive attitude.

This will be a fluctuating environment with an excellent benefit package and competitive wages. For further information about our company please visit our website at [www.readingjetcenter.com](http://www.readingjetcenter.com).

The Reading Jet Center is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.