

**Job Title:** Customer Service & Marketing Manager  
**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 & Marketing Manager you will provide quality and professional customer service to our customers, crew members and passengers as well as looking for and generating new business opportunities and promoting Reading Jet Center and Reading Jet Maintenance and their services. 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.

#### **Marketing -**

- Work with current RJM/RJC employees to acquire working knowledge of available services from RJC and RJM.
- Potentially attend approved, relevant trade shows and other aviation related events to promote RJC and RJM services.
- Identify new business opportunities through establishing relationships with industry influencers, current customers and other relevant individuals for additional and/or new hangar space.
- Set up and professionally maintain social media sites promoting RJC and RJM and their services (i.e.- LinkedIn, Facebook, etc.).
- Build and maintain relationships with local eateries, hotels, attractions, etc.
- Remain aware of competitive advantages of Reading Jet Center through consistent market research.

#### **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 relevant co-workers, superiors and appropriate 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.