

**San Jose Jet Center and ACM Aviation, LLC**  
**Job Description**

**Job Title:** Customer Service Representative  
**Department:** Customer Service  
**Reports To:** Customer Service Manager  
**FLSA Status:** Non-Exempt  
**Approval Date:** December 18, 2003

**Position Summary:** Anticipate and provide a variety of customer services to passengers and crew.

**Qualifications:** To perform this job successfully, an individual otherwise qualified must be able to perform each overall duty and responsibility satisfactorily. The requirements listed below are representative of the knowledge, skill, additional qualifications, and/or ability required.

**Overall Duties and Responsibilities** include the following: Other duties may be assigned.

1. Promote and maintain a positive image of the San Jose Jet Center and ACM Aviation at all times to all personnel, members, volunteers, vendors and the community.
2. Responsible for hotel reservations, ground transportation, arrangements such as car rentals, limo service, catering, etc.
3. Resolves customer requests, questions and concerns, which frequently require analysis of situations to determine best use of resources.
4. Greet all arriving aircraft to determine if all services have been met or if the customer needs additional services.
5. Serve as a liaison between the customer and various departments.
6. Solicit sales of new or additional services.
7. Operate office equipment inclusive of air to ground radio, computers and terminals as necessary.
8. Provide pricing and delivery information, process orders, receive payments and prepare cash reports.
9. Set up new accounts, maintain records, prepare reports and perform word processing assignments and related clerical duties.

10. Accept and log packages delivered to SJJC for SJJC staff, tenants, and customers.
11. Knowledgeable of customer service inclusive of hotel reservations, ground transportation, information on local attractions and activities, and other information that provides valuable service to our customers.
12. Provide backup support of the internal phone system when administration is unavailable.

**Additional Qualifications:**

**Language Skills:** Ability to read and comprehend and explain documents such as safety rules, operating and maintenance instructions, and procedure manuals in English. Effectively communicate, verbally and in writing, in English.

**Mathematical Skills:** Ability to calculate figures and amounts such as discounts, percentages, area, and volume. Ability to apply concepts of basic math.

**Reasoning ability:** Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in writing, orally, by diagram, or schedule format. Must be able to make decisions based on common sense judgment.

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the overall duties and responsibilities of this job. Reasonable accommodations may be made to enable otherwise qualified individuals with disabilities to perform the overall duties and responsibilities.

While performing the duties of this job, the employee is regularly required to stand, walk, use hands to finger, handle, or feel, reach above head with hands and arms, lift, push, climb, stoop, kneel, crouch, and/or crawl, pull, talk and hear. The employee must lift and/or move up to 50 pounds. Vision may be corrected within normal range. The noise level in the work environment is moderate to loud.

**Certificates/Licenses:** Valid California Drivers License

EMPLOYEE'S NAME (PRINT): \_\_\_\_\_

EMPLOYEE'S SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_