



## JOB DESCRIPTION

**Job Title:** Customer Service  
**Department:** Sales  
**Reports to:** Director, Sales & Marketing

### **Essential Functions and Key Responsibilities:**

- Provide expertise in communication and coordination to guarantee an irreproachable customer service and bond the customer to the company.
- Primary point of contact for the customer. Communicate courteously with customers and coordinates to satisfy customer's requirements and expectations.
- Coordination of work scope induction dates, field service events, and internal job management.
- Develop and direct procedures and methods that ensure quality standards and budget are met and maintained.
- Organize and manage multiple priorities and events simultaneously
- Provide problem resolution to facilitate continuous improvements and improved working relationships.
- Preparation of invoices and support of outstanding accounts.
- Support of concession requests and invoice disputes
- Customer relationship management (feedback management, customer visits and entertainment, event review meetings, etc.)
- Comply with all company policies and procedures and safety requirements.
- Problem analysis and problem resolution at both a strategic and a functional level.
- Measure performance to company goals and standards.
- Performs other duties as assigned by Director, Sales and Customer Service

### **Qualifications:**

- Bachelor level degree or equivalent combination of education/experience
- Three (3) years of Customer Service experience preferred
- One (1) year of Aviation/Engine familiarity is preferred
- Ability to measure and understand profit and loss.
- Strong customer orientation.
- Understanding of cultural differences, both regional and international.
- Excellent interpersonal as well as oral and written communication skills.
- Strong team player with ability to work independently.
- Commitment to company values and ethics.
- Computer proficiency of Microsoft Office including Excel, Word, PowerPoint and MSProject.

### **Physical/Work Environment:**

While performing duties of job, employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; talk and hear. Employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

**This job description will be reviewed and updated as needed.**