

Position Contract For: Lead Customer Service Representative

Results Statement: Assist the company in achieving it's goal of acquiring and retaining customers through superior performance as a customer service representative

Position Reports To: Site Manager

Position Responsibilities

Tactical Responsibilities:

1. Complete all reports requested by site manager.
2. Meet with site manager on a weekly basis
3. Ensure that there is always a positive, upbeat and inviting environment for customers and employees.
4. Ensure that all company policies are being followed.
5. Maintain a professional image
6. Greet customers and answer telephones in a manner that bodes professionalism yet makes them feel welcome.
7. Provide information to existing and potential clients.
8. Dispatch Aircraft
9. Schedule Aircraft and Students
10. Sell Discovery Flights, Pilot Kits, Flight Training and Pilot Shop Items
11. Complete Daily Cash and Balance Reports (Dailies)
12. Ensure there are no Aircraft or other scheduling errors
13. Ensure all scheduled aircraft after hours are dispatched and arrangements have been made with the pilot to pick up the clipboard.
14. Assist Assistant Chief Flight Instructor to coordinate with Maintenance to ensure aircraft are scheduled for inspections and aware of any grounding squawks.
15. Inform Management of any problems with aircraft or in the operation.
16. Schedule aircraft in maintenance on the online scheduler
17. Open and close the office and pilot shop.
18. Make sure facilities are clean, organized and presentable.
19. Administer Laser Grade Tests

Position Standards

- 100% satisfied customers who get a minimum of what they want every visit.
- All Walk-In Customers are promptly greeted and welcomed with enthusiasm.
- Telephone calls are answered by the third ring and company scripting is followed with enthusiasm
- Customers are greeted in a warm professional manner both in person and on the telephone.
- Customers feel welcome.
- Front Counter is always attended by qualified trained associate
- CSRs understand the business and are able to assist customers with pilot shop items, scheduling, rental, aircraft, sale of kits, flight training and discovery flights.
- CSRs are on time and ready to start when their shift starts.
- Complaints are handled in a fast, professional, efficient manner.
- All customers are notified immediately if a schedule conflict arises.
- Additional services and accessories are offered to all customers during every visit.
- All dailies are accurate and money is accounted at the close of each day.
- Laser Grade Testing is administered in a professional manor

Company Wide Standards

- 100 % Satisfied Customers
- No Accidents
- All laws are always followed.
- Company policies are followed

STATEMENT OF POSITION HOLDER:

I accept the accountabilities of this position and agree to produce the results, perform the work, and meet the standards set forth in this position contract.

Signature

date

Printed/Typed Name