



<b>Job Title:</b>	Customer Service Representative	<b>FLSA Status:</b>	Non-exempt
<b>Department/Group:</b>	Ground Operations	<b>Classification:</b>	Regular, full-time or part-time
<b>Manager (Title):</b>	Ground Operations Manager	<b>Safety Sensitive Designation:</b>	Safety Sensitive, Non-DOT regulated

**Job Summary:**

The Customer Service Representative will play an integral role in ensuring each Member, and their guest(s), receive the high quality of service that SHO is accustomed to providing. Additionally, this position is responsible for the launch and recovery of all aircraft.

**Essential Job Functions and Responsibilities (Customer Service):**

- Ensure all aircraft are prepared in advance of departure; including ice, coffee, newspapers, catering, and any special requests made by aircraft Owners.
- Attend to Members/passengers upon arrival; including greeting each person, providing escort between aircraft and lobby, ensuring luggage is loaded onto the aircraft, and valeting each vehicle.
- Assist with the cleaning, fueling, and/or staging of Member’s/passenger vehicles prior to arrival at SHO.
- Assist with any transportation needed to and from SHO, as requested.

**Essential Job Functions and Responsibilities (Ramp Operations):**

- Assist with aircraft fueling and staging prior to departure.
- Ensure that upon aircraft arrival, a visual inspection of the aircraft’s exterior is completed, per the “Green Sheet” checklist, prior to placement in a hangar.
- Complete a “turnover sheet” to ensure smooth transition of open tasks between employee shifts.
- Report any maintenance related discrepancies (i.e., cracks, loose/missing screws, corrosion, fluid leaks, etc.) found during pre/post-flight inspections to the Maintenance Manager, Ground Operations Lead, Ground Operations Manager, and applicable pilots.
- Assist the Ground Operations Lead/Manager with ensuring aircraft and vehicle cleanings/washes are performed on-time and completed to SHO’s high standards.
- Perform all pre-wash and post-wash inspections using the “Blue Sheet” checklists.
- Assist with the ongoing maintenance, repair, and cleaning of all Ground Support Equipment (GSE) in accordance with original equipment manufacturer’s recommendations.
- Assist with conducting fuel farm testing, record keeping, repair/servicing, and preventative maintenance are being performed in accordance with the SHO Fuel Farm maintenance program and ATA 103; including making determinations about water/debris being introduced during fueling.
- Maintain ramp and hangar cleanliness to prevent Foreign Object Damage (FOD) to aircraft.
- Assist in handling and disposal of hazardous material; including aircraft lavatory clean out.
- Safely perform aircraft handling procedures and be aware of all surroundings and hazards as operations happen.
- Assist Facility Manager with building maintenance as requested/needed.
- Performs additional duties on an ad hoc basis.

**Knowledge/Skills Required:**

- Show a high degree of organization, self-discipline, and ability to manage multiple tasks simultaneously.
- Ability to work both in a team and independently to complete assigned tasks.
- Exercise a high degree of discretion and confidentiality.
- Exercise a high degree of communication and collaboration.
- Exercise a high degree of attention to detail.



**Job Competencies:**

- High School Diploma
- Must have a valid driver's license and satisfactory driving record.
- Must have a reliable form of communication and transportation.
- Prior line service and/or customer service experience preferred, but not required.
- Experience towing aircraft preferred, but not required.
- Experience driving vehicles with manual transmissions.

**Physical Requirements & Workplace Environment:**

- This position requires daily standing, walking, lifting, grasping, bending, and sitting for prolonged periods of time.
- Must be able to lift, carry, push and/or pull a variety of equipment ranging from 25 – 75 pounds.
- Ability to operate machinery and equipment as needed or assigned.
- Must be able to lift at least 25 pounds and occasionally up to 75 pounds to lift, carry, push, and/or pull moderate to heavy amounts of weight and to operate the machinery and equipment assigned.
- Work is performed in an indoor and outdoor field environment with exposure to noise, dust, grease, smoke, fumes, mechanical and electrical hazards, and extreme heat conditions.

**Approval/Revision Date:** June 2022