**JFI Jets**

4310 Donald Douglas Drive

Long Beach, CA 90808

562-425-8800

[www.jfijets.com](http://www.jfijets.com)

[fbo@jfijets.com](mailto:fbo@jfijets.com)

**Customer Service Representative**

**JOB DESCRIPTION**

Non-Exempt, Part-time Position (16-29 hrs p/week)

Customer Service Department

Reports to Customer Service Supervisor

*JFI Jets is committed to providing unmatched service to customers seeking private jet charter, needing personalized aircraft management programs and wanting experienced aircraft procurement representation anywhere in the world. With an unwavering commitment and history of safe operations, JFI surpasses our clients’ expectations for convenience, comfort, security and professionalism.*

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

-Greet customers in a friendly and professional manner

-Radio and telephone communications as necessary

-Dispatch Responsibilities: Coordinate services between customers and line service personnel

-Process fuel transactions, create invoices and data entry

-Complete reservations requests, including: hotel, catering, hired and rental cars

-Maintain appearance of FBO

-Hangar, ramp and fuel fee assessments

-Process credit card transactions and order forms

-Daily supply inventory

**WORKING CONDITIONS**

This position may require working evenings and weekends

This position may require working on scheduled company holidays

**KNOWLEDGE, SKILLS AND ABILITIES**

Entry level position

Must possess excellent verbal and written communication skills

Must display professionalism in appearance, be dependable and responsible

Must have valid CA drivers license and reliable transportation

All requirements are subject to possible modification in order to accommodate individuals with disabilities.

**REQUIREMENTS**

High school diploma and 2 years college or degree preferred in aviation, hospitality or related field

Previous hospitality, concierge, or customer service experience preferred

**Please submit resume and cover letter to** [**fbo@jfijets.com**](mailto:fbo@jfijets.com)