



## Customer Service Manager

### Objective

The customer service manager is responsible for creating and leading a customer service team focused on providing exceptional service for all internal and external customers. The manager will focus on increased company sales, contribute to customer list and build relationships with existing and new customers.

### Responsibilities and Duties

1. Greet customers in a friendly, professional manner
2. Supervise the customer service team prioritizing, assigning and monitor work, provide training as required
3. Oversee invoicing for services for accuracy and completeness
4. Review customer service team payroll, manage overtime, and submit to payroll for processing
5. Responsible for hiring process to create a well-rounded team with customer and safety focus
6. Act on any reports of service failures or customer concerns until resolved to customers satisfaction
7. Maintain vendor list for hotels, ground transportation, etc. negotiated preferred rates for customers and pilots

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### Competencies

1. Customer focus- naturally outgoing/extroverted. Excellent interpersonal skills, self-motivated, and highly customer oriented.
2. Communicate with customers and employees in person, on phone, and through radio communications
3. Strong computer skills including Microsoft office products and point of sale programs
4. Basic mathematical knowledge
5. Must be able to operate a motor vehicle and be insurable by Company insurance policy (Requires clean driving record)
6. Bi-lingual preferred

### Reporting Relationship

This position reports to the General Manager

### Work Environment

This position operates in a professional environment, which may include exposure to all types of weather conditions and direct contact with both moving and non-moving aircraft.

### Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job, to include but not limited to:

1. Must be able to lift 25 pounds
2. Stand to greet customers during verbal exchanges, walk throughout the facility to interact with customers
3. Possible exposure to hazardous noise levels, chemicals, fumes, and machinery

**Position Type and Expected Hours of Work**

This is an exempt position

This position may require working evenings and weekends, and on scheduled company holidays.

**Travel**

Travel is expected for this position to industry trade shows, sales opportunities, and new location start up as required.

**Education, Experience, and Eligibility Qualifications**

1. Customer service experience preferably in the service industry
2. College degree preferred. High School Diploma accepted
3. Aviation/Hospitality customer service experience preferred
4. Ability to work evenings weekends, and holidays
5. Acceptable driving record
6. Ability to pass a background check
7. Zero tolerance drug free employer includes pre-employment and random screening

**AAP/EEO Statement**

Million Air is an Equal Opportunity/Affirmative Action Employer/Protected Veteran/Disabled

**Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this position. Duties, responsibilities and activities may change at any time with or without notice.

DATE: \_\_\_\_\_ / LOCATION: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

PRINTED NAME: \_\_\_\_\_