



3239 North Green Bay Road, Racine, WI, 53404 – 262-631-5620

Airport FBO Customer Service Representative, 1 part-time

Imagine yourself representing the largest privately owned, public use airport in the United States. Batten Field Airport is located on over 450 acres and provides services to corporate, business, and private aircraft.

If you have at least 1-2 years of exemplary customer service experience and seek the level of responsibility to handle a variety of duties that contribute towards the overall success of the fixed based operation (FBO), Batten Airport would like you to consider joining our team of professionals.

Customer Service Reps must be well-rounded who have a passion for aviation, take pleasure in interacting with customers, enjoy focusing on the details and accuracy of everyday tasks and have a desire for exceeding the expectations of their clients, customers, and coworkers.

This position is responsible for a wide variety of duties that include customer facing representation as well as attention to detail back-end administrative functions. A CSR interacts with co-workers, pilots, vendors, passengers, and the local community in a professional, friendly, and courteous manner. CSR's ensure services are promptly and correctly handled with the attitude that Service Drives Success.

Daily tasks involve use of phone, computer, invoice processing system, filing, spreadsheets, note taking, communication, multi-tasking, radio communication, outside and inside work where needed, and require a high level of concentration to ensure accuracy and safety in busy settings.

A CSR is expected to:

- Work independently and as part of a team. Confident, yet friendly demeanor.
- Clear, concise communication ensuring an efficient and accurate transfer of information through various methods between and among customers, the FBO, other company departments and external parties.
- Accurately receive, dispatch and completely process sales orders and ensure all relevant information is entered into our processing system.
- Be proactive and anticipate the needs of pilots and passengers.

- Assist leadership with various administrative tasks such as filing, spreadsheet updates, invoice review and other special projects, as needed.
- This well-rounded position will touch on many aspects of supporting the FBO and the Airport.

Specific Requirements:

- Regular and reliable in-person and timely attendance for shifts which may include days and/or weekend coverage. Our FBO is open seven days a week from 7a-5p.
- Operate a multi-line telephone and use the company-approved greeting.
- Proficiency in computer operations (internet, email, Excel, and Word) with the ability to learn new software.
- Ability to handle stressful situations and high-profile clientele with poise, effectiveness, confidentiality, and professionalism.
- Ability to prioritize and perform multiple tasks simultaneously. Assist line operations when needed: wing-walking, escorting vehicles to an aircraft, moving rental cars, etc.
- Occasional after-hours support may be needed.
- Willingness to accept and accomplish all tasks in a timely fashion.
- Website review, social media posting to include feedback/ follow-up/ weekly postings

Hours of coverage: The FBO is open seven days a week from 7a – 5p. Specific hours of coverage are flexible based on the right candidate’s availability.

- Uniform shirt(s) will be provided. Black slacks with black flats or sneakers acceptable.
- Ability to wear your own business casual attire.

Compensation: \$18.00/hour

Safety Statement: All employees have a responsibility to co-operate in promoting and maintaining a safe and healthy working environment and to take reasonable care of their own health and safety at work and that of all other staff. The above statements are intended to describe the general nature and level of the work being performed by individuals assigned to this job; they are not an exhaustive list of all associated duties and responsibilities.

We are proud to be an EEO/Females/Minorities/Veterans/Disabled employer. We maintain a drug-free workplace and perform pre-employment substance testing.

If interested, please send a full resume with cover letter referencing the above job opportunity to:

Tamara Sandberg
RAC Batten Field Airport Manager
tsandberg@battenairport.aero