



Customer Service Representative

Englewood, CO 80112 (Job #APACSR001)

To Apply: Send your resume to careers@modern-aviation.com (referencing above Job #) or apply on [Indeed.com](https://www.indeed.com)

The Company

Modern Aviation (the “Company”) is a, private equity backed, platform company launched in 2017 that is focused on the fixed-based operator (“FBO”) sector. The Company has been rapidly growing through the acquisition of FBO locations and has significant additional committed capital from its sponsors to continue to grow the business through future acquisitions. Modern Aviation’s strategy is to acquire attractive locations and increase EBITDA at these locations through investment and operational and commercial improvements.

Primary Purpose of the Position

As a Customer Service Representative, the candidate must represent the Modern Aviation brand by providing Seven Star Service to each person who enters the facility. This individual must take pride in offering the best in service, providing all services with the highest of standards, and always with a smile. The Customer Service Representative manages all customer requests without showing signs of stress or frustration, even under the most demanding of situations. The ideal candidate loves talking to people and proactively solving issues. You will be responsible for converting customers into passionate evangelists

Essential Functions

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The variety of responsibilities include, but are not limited to:

- Deliver proactive, personalized service to Private and Corporate Aviation clientele
- Arrange services including hotel, catering, and ground transportation
- Coordinate aircraft services, such as fuel and hangar storage
- Input trip data into scheduling software as well as updating customer information in database as necessary
- Effectively communicate via air-to-ground radio and ground-to-ground radio, in addition to other forms of communication
- Educate customers on available services, promotions, and programs
- Process customer invoices
- Answer customer questions and resolve issues as necessary
- Assists passengers and flight crews with our professional Seven Star Service: always offering additional services and exceeding customer expectations
- Build and establish customer relationships with local service providers such as hotels, rental car companies, restaurants, etc.
- Maintain lobby appearance and keep snack and beverages stocked
- Flight tracking via online databases to ensure timely services
- Performs other duties that may be assigned as necessary

**Minimum Qualifications:**

- Strong verbal and written communication skills.
- Basic computer knowledge.
- Ability to make fast decisions by using judgment consistent with company policies, standard operating procedures, and safety regulations.
- Negotiation and sales skills.
- Reliable multitasking skills.
- Valid driver's license.

Preferred Qualifications:

- Previous customer service experience preferred.
- Basic knowledge of various aircraft types and servicing a plus.

Reports to: Customer Service Manager

Location: Englewood, CO

Supervisory Responsibility: This job has no supervisory responsibilities.

FLSA Status: This position is nonexempt.

Travel: This position requires no travel.

Physical Requirements: Must be able to perform frequent walking, sitting, stooping, stretching, bending, reaching, and grasping actions. May be required to work nights and weekends. Regularly lift and/or move up to 75 pounds.

EEO Statement: The Company provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, genetics or any other status protected under applicable federal, state, or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

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

Job Type: Full-time

Benefits:

- 401(k) with Matching; Dental Insurance; Health Insurance (company paid for employee); Life Insurance; Paid Time Off; Vision Insurance

Schedule:

- 8 Hour Shift; Holidays; Monday to Friday; Night Shift; Overtime; Weekends