



**Central West Virginia Regional Airport Authority**

John D. Rockefeller IV Terminal  
100 Airport Rd, Suite 175 - Charleston, WV 25311-1080  
Phone: 304-344-8033 Fax: 304-344-8034  
www.yeagerairport.com

**Yeager Airport – Fixed Base Operator  
Customer Service Manager  
Job Description**

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be required to perform job-related tasks other than those specifically presented in this description.

**POSITION SUMMARY**

Customer Service Manager oversees all aspects of the Fixed Base Operation (FBO) customer relations. Assists with the sale and provision of general aviation support services such as fuel, hangar and office rental, etc. Manages and directs activities of subordinate employees at the location. Acts as liaison in matters related to the airport community. The Customer Service Manager will promote a positive team environment to better serve our customers and provide an elevated level of professional service and assistance.

**ESSENTIAL DUTIES & RESPONSIBILITIES**

- Provide customers with professional service and assistance with the hotel reservations, directions to local attractions, transportation and catering coordination.
- Motivate employees to achieve the company goals as safely and economically as possible. Supervise and assist with training of new CSRs.
- Ensure CSRs meet, greet and aid all customers entering FBO with a positive attitude, answer telephones in a timely and professional manner, make rental car reservations, make hotel reservations, and take and submit catering orders.
- Build relationships with base and regular customers.
- Scheduling aircraft departure and arrivals.
- Maintain knowledge of facilities, websites, services, and line service staff to ensure exceptional customer service.
- Respond to vendor, customer, and employee questions/concerns in an efficient and effective manner.
- Ensure that the accounts receivable is current by following up with any customer with outstanding balances to ensure prompt payment.
- Reviews vouchers for payment.
- Matches purchase orders to invoices.
- Assists accounts payable reports and files.
- Assists in monthly closings.
- Uphold policies and procedures outlined in the CRW employee handbook and other duties and responsibilities as assigned by management
- Other duties as assigned.



**Central West Virginia Regional Airport Authority**

John D. Rockefeller IV Terminal

100 Airport Rd, Suite 175 - Charleston, WV 25311-1080

Phone: 304-344-8033

Fax: 304-344-8034

www.yeagerairport.com

**KNOWLEDGE, SKILLS & ABILITIES**

Ensure that all CSR's deliver an incredible level of customer service to every customer. Must be motivated and willing to deliver customer service to CRW standards. Must work with the CSRs to develop their skills on a consistent basis, while following policies and procedures set in place by CRW. Must work as a team with every Airport employee involved in the FBO operation, particularly other Customer Service Representatives and line service technicians. Multi-tasking skill is essential.

**QUALIFICATIONS**

**Physical Requirements:**

Reasonable accommodations will be provided to enable employees with disabilities to perform the essential functions of the job.

**Educational Requirements:**

High School Diploma or equivalent. Associates degree preferred Strong communication and leadership skills. Excellent telephone and customer service skills. Working knowledge of Microsoft Outlook, Word and Excel

**Experience Requirements:**

Supervisory experience in a hospitality or airport environment preferred.

**Certifications, Licenses Required:**

Upon Hire- West Virginia State Driver's License.

**Other Requirements:**

Must pass pre-employment drug testing and submit to periodic testing required by applicable laws. Must pass ten-year criminal history background check as required by the Transportation Security Administration. Must pass recurring SIDA training. Subject to work schedule with varying days off. Available for recall during non-duty hours for emergencies.

**DISCLAIMER**

This job description indicates in general the nature and levels of work, knowledge, skills, abilities and other essential functions (as covered under the Americans with Disabilities Act) expected of this position. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of this position. An employee may be asked to perform other duties as required. Management has the right to assign additional duties and the discretion to make revisions to each job description.



**Central West Virginia Regional Airport Authority**

John D. Rockefeller IV Terminal

100 Airport Rd, Suite 175 - Charleston, WV 25311-1080

Phone: 304-344-8033

Fax: 304-344-8034

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

Additionally, employment is terminable at will, so that both the Airport and the employee remain free to choose to end the work relationship at any time, with or without cause, and with or without prior notice. This employment is for no definite period and nothing contained herein in any way creates an express or implied contract of employment between the Airport and the employee.

