



8426 FM 2004, Santa Fe, Texas 77510

www.Westwindhelicopters.com (409) 925-7300

Flight Customer Service Representative

Customer Service Representative Job Summary:

Providing customers with professional service and assistance. Works closely with line service personnel and pilots, ensuring all customer service needs are met. You will often be the first point of contact for clientele arriving at our facility. Customer service is of the highest priority, as well as professional and safe service.

Essential Duties and Responsibilities:

Opening and closing company facilities
Giving passengers safety briefings
Weighing and handling cargo
Entering passenger information into load manifests
Verifying passenger documentation
Ensure all passengers are escorted to and from aircraft
Keep in contact with customers to coordinate passenger and cargo flights
Maintain company facility's in a clean and orderly manner
Be enthusiastic about offering assistance where needed in all areas of passenger services
Work in a team environment

Requirements:

Must be 18 years of age
Must have a High school diploma, GED
Ability to proficiently read, write and speak English
Excellent communication skills
Able to remain calm and efficient under pressure
Competent in handling difficult situations



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Ability to safely lift up to 70 pounds

Advanced computer skills

Must pass all pre-employment testing to include drug testing

Must be able to obtain and maintain all required Airports and Custom badges/seals

Must be able and flexible to work variables shifts including overtime, weekends and holidays

Skills/Attributes:

Must be proficient with Microsoft Suite, Word, Excel, PDF, and others software programs as needed.

Demonstrates considerable independence in planning time

Ability to plan and identify resources to accomplish projects/tasks.

Has broad understanding of how administrative assignments contribute to organizational effectiveness.

Education and Professional Experience

Be familiar with the applicable parts of the Federal Aviation Administration 14 CFR 135, and 49 CFR's 40 and 171-180.

Aviation Customer Service Representative Gulf of Mexico experience.