

Customer Service Representative:

Lancaster Airport is looking for a candidate with a penchant for delivering a "Wow" customer service experience. Candidates should be able to assist visitors by handling concierge requests, process Point of Sale transactions, answer phones, email, communicate effectively with both staff and visitors, and above all, be a helpful and positive presence in the workplace.

Candidate should possess excellent verbal and written communication skills, be attentive to visitors, able to multitask under pressure, accurate, organized, comfortable with computers and professional at all times. Candidate should be reliable and prompt. Most importantly the Customer Service Representative should be able to ***anticipate the needs of visitors*** and have a genuine desire to meet the needs of others.

Responsibilities:

- Greet and assist visitors, anticipating their needs to ensure a seamless and positive experience.
- Maintain polite and professional communications via phone, e-mail and radio.
- Use computers to process transactions and generate reports.
- Accurately post transactions in Quick Books and Excel.
- Communicate clearly and concisely the needs of visitors to staff.
- Booking ground transportation and making hotel reservations.
- Prioritizing tasks for optimal visitor experience.
- Light cleaning to maintain ascetics for enhanced visitor experience.

Requirements:

- Desire to be proactive and create a positive experience for others.
- Ability to communicate with pilots and customer service via hand held radios. Must be able to exchange information accurately in these situations.
- Monday-Friday daytime training required.
- Experience with word/excel required; experience with quick books helpful.
- Strong work ethic, able to work as part of a team as well as alone.
- This position ranges from high energy and activity to periods of no activity when self motivation and self direction is required.
- High school degree or equivalent.
- Clean criminal background and ability to pass a drug test.
- Current driver's license and safe driving history.
- Some outdoor stooping and bending required to assist visitors.

Shift Needed: Part-time: Some Evenings (4pm-7pm) and Weekends (hours TBD).

Starting Wage: based on level of experience

Start Date: Immediate