

Version: 2
Issue Date: JAN25

INFLITE THE JET CENTRE



Job Title: Customer Services Representative	Abbreviation:
Reports to: FBO Supervisor	Division/Department: Operations
Deputised by:	Location: Stansted
JOB PURPOSE	
To provide a VIP service to all passengers/crew and visitors to the FBO ensuring that they are dealt with in a professional, attentive and discreet manner.	
MAIN RESPONSIBILITIES AND DUTIES	
<ul style="list-style-type: none">• Meeting and greeting of all visitors and crew in a consistently professional and attentive manner• Greeting of all airside flights and escorting of passengers to the lounge providing a highly effective and efficient service during their arrival and prior to their departure• Providing a highly efficient and effective service to all crew during their arrival and prior to their departure ensuring all of their needs are met.• Ensuring all passengers and crew are dealt with quickly and efficiently• Adhering to safety and security procedures at all times• Serving of refreshments to crew, providing a VIP service at all times• Ensuring the FBO is maintained to a VIP standard at all times and carrying out cleaning duties within areas of responsibility• Inter department communication to ensure the passenger experience is seamless• Preparation and planning for the following day and future flights• Ensuring that any incidents or accidents are reported to Management immediately• Completion of shift report and handover to ensure information is communicated between shifts• Dealing with petty cash ensuring it is balanced correctly• Performing of any other duties within your capabilities as directed by the Company	

What We Offer:

- **Competitive Salary:** We recognise and reward your skills and expertise with a salary that reflects your contributions.
- **Generous Annual Leave:** Enjoy increasing annual leave entitlement as you grow with us.
- **Salary Exchange Pension Scheme:** Secure your financial future with our comprehensive pension plan.
- **Employee Assistance Programme:** Receive support for your mental and emotional well-being.
- **Life Assurance:** Gain peace of mind for yourself and your loved ones with our life assurance coverage (subject to scheme rules).
- **Employee Cash Plan:** Access financial assistance for health and well-being-related expenses.
- **Enhanced Maternity and Paternity Schemes:** We support you and your growing family during significant life milestones.

- **Professional Growth and Development:** Access continuous opportunities to enhance your skills and advance your career.
- **State-of-the-Art Equipment and Technology:** Work with cutting-edge tools and technologies.
- **Ongoing Training and Certification Programmes:** Stay up-to-date with the latest industry standards and practices.
- **Career Advancement Opportunities:** Clear paths for progression within our dynamic organisation.