

Job Title: FBO CSR Supervisor

Position: Full-Time

Department: Operations

Reports To: FBO General Manager

Location: Amarillo, Tx

About Haven Aviation Services Group:

Haven Aviation Services Group is a premier provider of comprehensive aviation solutions, specializing in aircraft maintenance, Fixed-Base Operator (FBO) services, aircraft charter, aircraft management, and aviation consulting. With a commitment to excellence, innovation, and safety, we strive to deliver unparalleled service to our clients while optimizing operational efficiency.

Our Core Values:

- Transparency
- Results
- Inspiration
- Alignment
- Discipline

Our Vision:

To be the pinnacle provider of customer-focused, vertically integrated aviation solutions.

Our Mission:

To maximize safety, time, and money for our aviation clients by leveraging our world-class aviation ecosystem.

Job Summary:

The FBO Customer Service Representative (CSR) Manager is responsible for overseeing the daily operations and performance of the customer service team at a Fixed Base Operator (FBO) facility. This role ensures the highest levels of customer satisfaction by

supervising, training, and mentoring CSRs, managing service delivery, and ensuring the efficient and safe operation of FBO services. The FBO CSR Manager also plays a key role in handling customer issues, coordinating services, and maintaining the operational standards of the FBO.

Key Responsibilities:**1. Team Leadership & Management:**

- Supervise and manage the FBO customer service team, ensuring that staff deliver excellent service to pilots, passengers, and aircraft operators.
- Hire, train, and develop customer service representatives, ensuring they understand company policies, procedures, and safety standards.
- Conduct regular performance evaluations and provide coaching to improve staff skills and ensure team effectiveness.
- Create and implement schedules for CSR staff to ensure adequate coverage during all shifts.

2. Customer Service Excellence:

- Oversee all customer interactions to ensure a high level of satisfaction is achieved for both routine and complex requests.
- Handle escalated customer complaints, issues, and concerns, working toward swift and effective resolution while maintaining professional relationships.
- Set and maintain customer service standards, ensuring consistency in service quality.

3. Operational Efficiency:

- Coordinate and oversee the delivery of all FBO services, such as fueling, aircraft parking, hangar rentals, cleaning, catering, and ground transportation.
- Ensure adherence to safety and operational protocols for all staff and customers.
- Monitor and manage inventory for consumables, supplies, and equipment used by the customer service team.

4. Service Coordination & Communication:

- Ensure smooth communication between the CSR team and other departments, including ramp operations, fuel services, and maintenance teams.
- Monitor and manage all service requests, ensuring timely and accurate execution of services requested by customers.
- Assist with flight planning, coordination of ground transportation, and accommodation for passengers and crew.

5. Sales & Business Development:

- Promote FBO services to customers and ensure upselling opportunities are maximized (e.g., fuel services, hangar space, catering, and other premium offerings).
- Work with the FBO management team to identify opportunities for growth and improve customer offerings.
- Track and report on customer feedback, service trends, and sales metrics.

6. Administrative Responsibilities:

- Maintain accurate records of customer interactions, services provided, and billing transactions.
- Prepare reports on customer service performance, team productivity, and operational challenges.
- Ensure compliance with company policies, safety regulations, and industry standards.

7. Training & Development:

- Develop and implement training programs for new hires and ongoing development for existing staff.
- Stay updated on industry trends, new technologies, and best practices in customer service and aviation operations.
- Organize regular staff meetings and team-building activities to promote a positive work environment.

8. Compliance & Safety:

- Enforce adherence to aviation regulations, safety protocols, and security procedures in all customer service activities.
- Collaborate with management to ensure that all FBO operations meet local, state, and federal regulatory requirements.

9. Other Duties:

- Assist in budgeting and resource allocation for the customer service department.
- Support management in strategic decision-making related to staffing, services, and infrastructure.

Qualifications:

- Education: High school diploma or equivalent required; a college degree in aviation management, hospitality, business, or a related field is preferred.
- Experience:
 - 3-5 years of experience in customer service, preferably within the aviation or hospitality industry.
 - At least 2 years of leadership experience, with a proven track record of managing teams effectively.
- Skills:
 - Strong leadership and interpersonal skills, with the ability to motivate and manage a team.
 - Excellent verbal and written communication skills.
 - Proven ability to handle customer complaints and resolve conflicts effectively.
 - In-depth knowledge of FBO operations and aviation industry standards is preferred.
 - Proficient in using office software, customer relationship management (CRM) tools, and other relevant technologies.
 - Strong organizational and multitasking abilities.

- Physical Requirements: Ability to stand for extended periods, lift up to 25 lbs, and be comfortable working in a fast-paced environment, both indoors and outdoors.

Work Environment:

- The position is based at an airport FBO, with both indoor and outdoor duties.
- The role may require shift work, including evenings, weekends, and holidays.

Compensation:

- Compensation may include a competitive salary, performance bonuses, and benefits such as health insurance, and paid time off.