Fixed Based Operator, Customer Service Representative

Fueling & FBO Services

Allied Aviation Services of Niagara, ULC – Niagara, ON

ALLIED AVIATION is an independently owned and operated company whose core business is providing fueling services for the commercial aviation industry at some of the largest airports in the United States, Canada, South America and the Caribbean. In Canada, the Allied Aviation family includes CAFAS, Airconsol and Volare Hospitality. In addition, the Allied Affiliates owns and operates pipelines, tank farms, FBO's and other business activities such as ground handling, passenger services, aircraft de-icing, and hospitality services.

ALLIED AVIATION has a requirement for a FBO Customer Service Representative to provide exceptional customer service to clientele at Niagara District Airport. As a fixed-base operator (FBO) our organization provides services such as aircraft fueling, hangaring, tie-down, parking, and liaison services to both international and domestic activity.

Key Responsibilities & Duties:

- Liaise with airport authorities, fuel agents, flight crew, dispatch, etc.
- Receive, dispatch and completely process customer purchases and fuel transactions.
- Responds to in-person, telephone, and e-mails inquiries from customers.
- Performing the daily customer service duties such as arrival and departure scheduling, hotel reservations, rental car reservations, catering orders, fuel orders, aircraft cleaning, etc.
- Able to work rotating shifts including days, afternoons, evenings, weekends, and holidays.
- Receive payment from all customers in-person, by phone or e-mail, this includes verifying payments amounts, posting payments, and issuing receipts and invoices.
- Determine the needs of pilots and crew (such as fuel, beverages, ice, or other service).
- Ability to be an ambassador for Allied Aviation, the Niagara District Airport and the region with the ability to provide accurate and detailed directions in and around the airport, nearby hotels, vineyards and local restaurants.
- Administrative and other duties as assigned.

The successful candidate should possess the following capabilities/experience:

- Minimum one to three years of customer service experience in aviation, FBO or hospitality services.
- General computer experience including the ability to type and navigate the internet as well as any previous experience using an airline reservation system is considered an asset.
- High school diploma or equivalent.
- Demonstrate judgment and problem-solving ability and effective decision-making skills.
- Excellent interpersonal, verbal and written communications skills.
- Ability to work varying shifts, handling of tight deadlines, and prioritization of multiple tasks.
- Previous airline experience or post-secondary courses in travel and tourism are definite assets.
- Leadership ability.
- Customer focus and quality awareness.
- Must hold a valid drivers license.
- English language required (French language is considered an asset).

Candidates can apply in confidence by forwarding their resume to **employment@alliedaviation.ca**. Please indicate the position title "Customer Service Representative" in the subject line.

ALLIED AVIATION is an equal opportunity employer and appreciates all responses.

We ask that all communications with candidates is solely by email. Allied will respond by email and will schedule an initial telephone interview for eligible candidates. All applications and communications will be confidential.