



Job Description Title: Customer Support Services Representative

Division/Department: Operations/Administration

Location: Miami

Reports to: Customer Support Services Manager

Work Schedule: Daily – various shifts – Operating Hours 6AM-11PM
Must be able to work a fixed and/or rotating schedule including weekends and holidays. Overtime as required, must be pre-approved by supervisor.

Exemption Status: Non-exempt

Summary of duties and responsibilities:

The Customer Support Service Representative shall ensure the Pan Am reception center is manned during the 6AM – 11PM EST hours. This person will act as a liaison, provide product/services information and resolve any emerging problems that our clients might face with accuracy and efficiency. The target is to ensure excellent service standards and maintain high customer satisfaction.

Primary duties and responsibilities:

1.1. Customer Care services

1.1.1. Reception services

The Customer Support Service Representative shall:

- Handle & Transfer all inbound calls to appropriate department(s)
- Handle/distribute/track any express carrier mail received,
- Assist trainees/customers/instructors/visitors/employees, as needed by telephone, email, or in person.
- Provide access to facilities (Issue ID badges to trainees/customers, visitors, instructors, employees) security clearance,
- Monitor & report simulator status as needed,
- Prepare/send daily registration reports,
- Identify and assess customers' needs to achieve satisfaction,
- Accept/process credit card payments from trainees/customers as needed,
- Handle complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution,
- Handle questions/concerns from building tenants and assist in directing these to the correct accountable department.

1.1.2. Planning services

The Customer Support Service Representative shall assist verifying all scheduled events made by the OCC/Scheduling department in Miami prior to the start of the event:

- Check the correct availability and set up of classrooms, simulators, special equipment etc. required to support all the scheduled courses,
- Provide scheduling information to trainees, customers and instructors,
- Provide assistance to trainees, customers and instructors during scheduling changes,
- Provide scheduling support when Pan Am OCC/Scheduling department is not available,
- Inform the Pan Am OCC/Scheduling department when operational constraints impact the initial event planning/scheduling,

The Customer Support Service Representative shall adhere to all TSA regulations for CAT 1/2/4 trainees/customers:

- Check TSA status for all trainees and customers, prior to arrival and on an ongoing basis during their stay at Pan Am, to ensure they have the appropriate clearance to start and continue training,
- Assist in processing TSA applications as needed,
- Take and upload pictures onto TSA website.

1.1.3. Logistics services

1.1.3.1. Customer care services

The Customer Support Service Representative shall provide assistance for trainees, customers and instructors:

- Write, send, follow-up, manage trainee invitation letter,
- Provide assistance with hotel, car rental, taxi reservations for trainees,
- Provide a "welcome packet" to trainees (includes trainee registration, site presentation, TSA application, etc.),
- Provide assistance to trainees, customers and instructors during their time at Pan Am

1.1.3.2. Management of training logistics

The Customer Support Service Representative will:

- Ensure all logistics items for trainees and customers related to the scheduled courses (courseware, documentation, goodies, etc.) are in place and ready for training,
- Manage documentation, goodies/ stock,
- Assist OCC/Records with trainee/customer, and/or instructor folders as needed according to the Pan Am's process and authorities' rules,
- Assist with Log Page reconciliation duties as assigned,
- Other administrative OCC tasks as assigned.

Education, prior work experience, and specialized skill and knowledge:

- 1+ years of Customer Service experience is required
- Knowledge of Customer Service principles and practices
- Ability to make good decisions
- Strong attention to detail and accuracy
- Resolve issues in a clear and calm matter
- Ability to communicate clearly and professionally, both verbally and in writing
- Possess a strong work ethic
- High School Diploma or GED
- Must be computer literate - Proficient with Email, Microsoft Word and Excel

Physical environment/working conditions:

Front desk reception area: May require prolonged periods of sitting or standing.

Equipment/machinery used:

General office equipment, such as: facsimile, copier, office computer, laminating machine, etc.

I have read and understand the duties outlined in this job description.

Employee Signature

Supervisor Signature

Employee Printed Name

Supervisor Printed Name

Date Signed

Date Signed

