

Perform Air International Inc.
Section VI - Attachments
Att.61.02 - Job Description

Revision	Revision Date	Revision Change
N/I	02/08/10	Initial Release/ Re-release
1	11/21/11	Revision to reporting authority.
2	07/30/12	Revision for consistency
3	08/16/13	Revision to Department Manager and Immediate Supervisor
4	03/31/17	Revision to Department Manager and Immediate Supervisor
5	01/31/19	Revision to Department Manager, Immediate Supervisor and addition of Division Manager.
6	12/29/23	Revision to Division Manager
7	09/26/24	Revision to Qualifications

Position Title: Customer Support Clerk

Grade Level: 43-4051-03

Exemption Status: Non-exempt

Department: Customer Support

Division Manager: Executive V.P. Sales/Marketing

Department Manager: Customer Support Manager

Immediate Supervisor: Senior Customer Support Representative

Duties, Responsibilities and Authority:

The duties of the Customer Support Clerk include scanning and inserting all pertinent information into the customer work order packages, departmental filing, researching of customer work orders within the database and data entry as required.

The Customer Support Manager may assign additional responsibilities of this position at any time.

This position does not require travel.

Qualifications:

Education: *High School completion or equivalent or High School internship.*

Experience: *This is an entry level position.*

Training: *Documented training records of at least 50 hours.*