

**Perform Air International Inc.**  
**Section VI – Attachments**  
**Att.61.04 – 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	02/20/12	Revision to Grade Level and Exemption Status.
3	07/30/12	Revised for clarification of duties.
4	02/28/13	Revision to Grade Level and Exemption Status.
5	08/16/13	Revision to Department Manager and Immediate Supervisor
6	03/31/17	Revision to Department Manager and Immediate Supervisor
7	06/30/18	Revision to Department Manager and Immediate Supervisor
8	01/31/19	Revision to Department Manager, Duties, Responsibilities and Authority and addition of Division Manager.
9	12/29/2023	Revision to Division Manager
10	09/26/2024	Revision to <i>Qualifications</i>

**Position Title:** Customer Support Representative

**Grade Level:** 43-4051-06

**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:**

This position is responsible for verification of the data entry provided by the Customer Support Department on incoming work orders, printing Form PAI3001A, forwarding of acknowledgements to customers, and data entry of approved work orders upon receipt of customer approval.

It is the responsibility of this position to assist the Customer Support Manager on determining incoming component trends and maintain status reports for various customers.

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

This position does not require travel.

**Qualifications:**

Education: *High School completion or equivalent plus one of the following Experience or Training requirements fulfilled.*

Experience: *Two years' experience in a Customer Support position*

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