

Perform Air International Inc.
Section VI – Attachments
Att.61.06 – Job Description

Revision	Revision Date	Revision Change
N/I	06/30/18	Initial Release/Re-release
1	08/31/18	Revision to Immediate Supervisor
2	01/31/19	Revision to Grade Level, Department Manager and addition of Division Manager.
3	12/29/23	Revision to Division Manager
4	09/26/24	<i>Revision to Responsibilities & Qualifications</i>

Position Title: Senior Customer Support Representative

Grade Level: 43-4051-07

Exemption Status: Non-Exempt

Department: Customer Support

Division Manager: Executive V.P. Sales/Marketing

Department Manager: Customer Support Manager

Immediate Supervisor: Customer Support Manager

Duties, Responsibilities and Authority:

This position is a supervisory position responsible for the training and direct supervision of the Customer Support Representative position. This position will work with the Customer Support Management on the continuous improvement of the Customer Support Department.

This position is responsible for verification of the data entry provided by the Customer Support Department on incoming work orders *for the printing of* 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 Customer Support may assign additional responsibilities of this position at any time.

This position may require travel.

Qualifications:

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

Experience: *Four years' experience in a Customer Support position.*

Training: *Documented training records of at least 100 hours.*