

Fixed base operator customer service representative

An FBO customer-service representative coordinates services for business and general aviation customers and crews. FBO means fixed-base operator: a service business, not the airport regulator. This front-desk role differs from airline check-in and from the airside team that fuels or handles an aircraft. A combined post must be assessed by its actual duties.

Other titles to compare: FBO front-desk representative, Guest experience specialist where the FBO duties align. Titles alone do not establish equivalent duties.

What the role does

- Receive service requests and communicate confirmed arrangements.
- Coordinate reservations, records and transactions within the assigned role.
- Work with crews and service colleagues while protecting customer information.

Where the work happens

Private/general aviation terminal or FBO reception and office; some employers assign nearby outdoor duties and variable shifts.

Employer example 1

Atlantic Aviation • United States • Aviation Front Desk Customer Service Representative - Dulles, Virginia

Vacancy status unconfirmed not an offer • Checked 2026-10-27 [EMP1]

Category	What this employer states
Essential in this source	Customer-service/hospitality experience; high-school diploma/GED; age 18 and valid state driving licence. Basic mathematics and availability for all listed shifts, overtime, holidays and on-call work.
Other stated conditions	Pre-employment substance testing; occasional travel or nearby-site assignment. No posting or closing date was verified.

Selected conditions from this employer and role only; not a complete eligibility checklist or worldwide rule.

Desirable requirements are not separately classified here; do not infer that none apply.

Employer example 2

Neptune Aviation Services / NorthStar FBO • United States • Customer Service Representative / Front Desk - Missoula, Montana

Standing role description not a vacancy • Checked 2026-10-27 [EMP2]

Category	What this employer states
Essential in this source	High-school diploma/equivalent, Office proficiency and three years receptionist or related experience, subject to the document's equivalent-combination wording. Interpersonal ability, integrity and teamwork.
Desirable in this source	Multiple years of aviation experience.
Other stated conditions	Revision dated 17 May 2023; standing description, not confirmed current hiring. Variable schedules and role-related physical conditions are stated.

Selected conditions from this employer and role only; not a complete eligibility checklist or worldwide rule.

PREPARE AND VERIFY

Separate requirements from preparation

US occupation and local task boundaries: BLS describes typical education and workplace learning for customer-service representatives; it does not establish a personal FBO-service licence. Driving, airport access, any handling duties and employer screening are distinct matters. A front-desk appointment does not itself authorise aircraft fuelling, maintenance or operational dispatch. [REF1, EMP1, EMP2]

Still to verify: Two independent employer descriptions verified; current hiring is not guaranteed. Local access, driving, screening and any combined airside-task applicability remain unresolved.

Explore a realistic entry route

- Compare an FBO desk job with airline passenger service and line-service work. Identify which tasks involve information and hospitality and which require separate airside training; do not treat all airport customer-service titles as identical.
- Build authentic service, record-keeping, basic arithmetic and computer evidence through ordinary employment or supervised activities. The examples differ on experience; a preferred aviation background should not be turned into a worldwide prerequisite.
- Check the exact current work location, shifts and employer requirements. Ask what induction, systems training and access permissions are supplied after selection, and how staff escalate requests beyond their authority.

Build evidence of your skills

- Create a fictional service-request log for a community event, showing the request, confirmation, owner and unresolved questions. Do not use real passenger, payment or aircraft movement information.
- Write a polite response to a fictional last-minute change. State what is confirmed and what requires checking, avoiding promises that another team has not accepted.

Prepare for an interview

Reflection prompts only, not questions claimed to be used by an employer.

- Preparation prompt: describe a genuine customer-service problem you helped resolve. Explain how you kept records and communicated honestly when you could not provide an immediate answer.
- Prepare questions about training, role boundaries, shift handovers and handling customer information. These are learning prompts, not claimed employer interview questions.

Investigate possible next roles

Research senior customer service, FBO administration or service-team supervision as later directions. Moving into line service, licensed dispatch or other technical work requires its own training and selection.

Sources and scope

[EMP1] [Atlantic Aviation Aviation Front Desk Customer Service Representative - Dulles, Virginia](#)

Vacancy status unconfirmed not an offer. United States. Checked 2026-10-27.

[EMP2] [Neptune Aviation Services / NorthStar FBO Customer Service Representative / Front Desk - Missoula, Montana](#)

Standing role description not a vacancy. United States. Checked 2026-10-27.

[REF1] [US Bureau of Labor Statistics Customer Service Representatives - Occupational Outlook Handbook](#)

Broad customer-service occupation and typical employer training context. Not an FBO-specific credential, airport-access rule or guarantee of eligibility. Industry-specific restrictions and assigned tasks require separate checks. Checked 2026-10-27.

Educational requirements guide, not operational training, a professional approval or an employment guarantee. Verify current requirements with the relevant authority and employer. Selected employer conditions are not worldwide eligibility rules. Read the complete current vacancy and competent authority requirements before choosing training or applying. No personal medical, immigration or employment eligibility assessment is made. No job guarantee.