

CUSTOMER CARE MANAGER (W/M/D)



Looking for a job that will take your career to new heights in the aviation industry? Look no further! Avcon Jet, a dynamic international business aviation company, is currently seeking ambitious individuals who are ready to take their career in aviation to the next level.

At Avcon Jet, we firmly believe that our people are the driving force behind our success. It's their passion and dedication that enables us to deliver outstanding service to our clients. That's why we're actively seeking like minded individuals who share the same aviation dream. Are you ready to become a part of a high-performance team, to grow with a demanding range of tasks?

HOW TO APPLY

If you consider these requirements as your challenge and would like to impress us with your personality, send your application documents to recruitment@avconjet.at. Important: We ask you to explicitly mention the job title in the subject of your application: **Customer Care Manager**



YOUR TASKS

- You provide assistance to brokers from the sales of the flight, support passengers and crews throughout the different stages of the travel until the safe operation and completion of a flight
- You are the main point of contact for service requests, inquiries, suggestions, and complaints
- You process inquiries and orders independently and on your own responsibility, with commitment to excellence
- You are a problem solver, you deliver results in a fast-paced, rapidly scaling environment, you also proactively take initiative and responsibility
- Within a strong team, you commit to delivering exceptionally, around-the-clock
- You communicate with internal and external partners, answering e-mails, handling inbound and outbound calls
- You establish and consolidate customer relationships and professionally administrate invoicing and payment supervision



WE OFFER YOU

- After a very short time of introduction and training, you have taken over full responsibility and are in direct contact with exciting customers, and ultra-high-net-worth clients
- You have the possibility to learn and grow quickly with exciting career opportunities within our company
- The statutory minimum monthly salary for a full-time position is EUR 2.535,04 gross per month. The actual salary depends on your professional qualification and experience.
- Additionally, we offer an attractive commission oriented bonus system.
- We provide the job ticket for public transportation and support a job bike program.



YOUR PROFILE

- Excellent reading and writing skills in English language
- Additional language is a plus
- High level of customer service orientation
- Ability to build highly engaged relationships with a premium customer
- Energetic and passionate team player with entrepreneurial spirit
- Ability to work on own initiative and "hands on" mentality
- Problem solving skills and stress tolerance
- Flexibility to work varying schedules, including nights and weekends
- Proficient IT user skills (e.g. Microsoft Office Products)
- Unlimited permit to work in Austria, on site workplace Vienna, local presence required