

Be part of our continuing growth story! GlobeAir is Europe's leading private jet charter offering on-demand flights at affordable rates. We are always looking for talented and passionate people with the ability to hit the ground running and achieve results. People who work at GlobeAir have an international background, are flexible and thrive in a dynamic and innovative environment. Due to the dynamic expansion of our team, we are looking for an experienced and passionate aviation enthusiast to join our ambitious team in Linz (Hörsching).

Customer Care Specialist (f/m)

JOB DESCRIPTION

- Management of the entire sales process from the initial request through to the arrival at final destination
- Administrating of the client database, ensuring client security & privacy
- Liaising with internal (e.g. crew planning, flight dispatch) and external partners (e.g. brokers, handling agents, catering companies) to ensure the client's needs and wishes are met
- Delivering high quality customer service on a daily basis, building & maintaining customer relations
- Contributing to team efforts by accomplishing related results as needed
- Quality loop control of the booking process
- Payment supervision with accounting, incl. client credit card payment processing

QUALIFICATIONS

- Previous experience in the field of aviation and/or luxury travel/ tourism is preferred
- Minimum 2 years prior working experience in: sales, negotiation, and/or luxury customer service
- Must possess confident and effective interpersonal communication skills when dealing with colleagues, partners and clients
- Highly self-motivated and proactive with a willingness to take initiative
- Ability to adapt in a fast paced work environment and maintain a calm and professional demeanor
- Flexible approach to work, to match the operational requirements
- Proficient in MS Office suite and comfortable learning new systems
- Fluent in English to a minimum of B 2 (ICAO Level 5) standard
- Must have the right to live and work in Austria

WHAT WE PROVIDE

- An exciting and challenging task for ambitious business aviation enthusiast
- A secure job in a successful, internationally active company
- International environment with a multi-cultural team
- An open and respectful corporate culture characterized by a refreshing team spirit
- Relocation package including first month accommodation
- Permanent, Full time position



PASSION
INTO
PROFESSION

This position is based in Hörsching, Austria.

The working time is 40 hours per week.

Annual gross salary is from EUR 30.800,-

(compensation negotiable according to skills and qualification).

<http://globeair.com/careers>

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