



Customer Service Representative Position

Sweet Aviation is looking for a friendly and outgoing Customer Service Representative to join the Sweet Aviation team! In this role you'll be working directly with our customers, striving to provide over the top, amazing service. You'll also be responsible for a variety of clerical and administrative duties as well as moving aircraft around our facility using equipment such as a gas-powered tug and handheld tow bar. This is a part time position working weekends with Saturday/Sunday day and evening shifts available.

Key Responsibilities:

- Greet customers upon arrival to the terminal and upon return from flying
- Schedule aircraft rental
- Update customer databases (SalesForce and Flight Schedule Pro)
- Provide timely and friendly follow-up communication to our customers
- Phone and Email support to customers
- Assist the flight, office, and maintenance staff with routine tasks as needed
- Provide information regarding rentals, classes, etc. to customers in person and on the phone as well as personal tours of the facilities, aircraft, introductions to our team, etc.
- Move aircraft on the ramp using handheld tow bars and the tug
- Retail sales of aviation products

Qualifications:

- Ability to work a part time weekend schedule
- Team player
- Customer focused
- Strong commitment to always doing the right thing
- Energetic worker with excellent initiative
- Excellent written and verbal communication skills
- Basic computer skills with MS Office Suite (Word and Excel) required
- Must be able to lift up to 50 lbs. occasionally
- Ability to be taught to drive an aircraft tug
- Strong attention to detail
- Previous Customer Service experience is a plus but not required
- Aviation background with related experience, education or certification (private pilot, etc.) is preferred but not required

If you believe you are a good fit for this position, please email a resume to our General Manager and Chief Flight Instructor, Joel Pierce, at joel@sweetaviation.com