



Position Available: CUSTOMER SERVICE REPRESENTATIVE

Contact: 619-448-5991 or send your resume to careers@circleag.com

Circle Air Group is the newest full service FBO in San Diego located at Gillespie Field. We offer world class concierge services, aircraft ground handling, line services, maintenance and avionics to corporate and general aviation customers. At Circle Air, we provide exceptional personalized customer service to create a memorable experience and life-long customers. All of our frontline staff receive specialized hospitality training from the Ritz Carlton. We are looking for an individual that is passionate about customer service, loves aviation, enjoys a fast-paced entrepreneurial environment and takes pride in their work.

Compensation

\$12 to \$17 hourly commensurate with experience

Benefits Offered

Medical, Dental, Vision & Life

Employment Type

Full-Time or Part-Time

Who We're looking for

- Energetic, positive, sincere, individual that loves connecting with people
- Strong analytical skills and communication skills
- Multi-tasker with "can-do" attitude and love of learning
- Team player willing to embrace change in entrepreneurial, fast-paced environment
- Works well independently without direct supervision and within a team
- Creates and spreads positive culture
- Someone who wants to be the best version of themselves
- Excellent phone and computer skills, both Mac & MS Office
- Critical time management skills—able to prioritize
- Dependable, reliable and flexible

Position/Responsibilities/Expectations

- Act as first point of contact greeting pilots and passengers and assist with departures and arrivals and answer any questions they may have
- Assist customers with requested concierge services including coordinating all ground transportation, crew cars, hotel accommodations, catering, and restaurant reservations
- Work closely with pilots, Line Service, and other Circle Air personnel ensuring all services and requests for customer are met in a timely manner
- Invoicing customer purchases and transactions

- In the event of a problem, correct the problem independently or enlist the help of senior management to resolve
- Cross-train with other administrative and operational positions to provide back-up and or coverage during vacations or during periods of unbalanced workloads
- Serve as the primary receptionist, exhibit friendly, professional phone manners and route calls to the appropriate staff member
- Maintain Circle Air positive, friendly, professional image at all times
- Attend industry trade shows and conferences as a part of the Circle Air sales and marketing team
- Professional growth opportunities within the company
- Other duties and tasks as assigned

Requirements

- Experience in customer service, hospitality or service industry desired
- Must pass drug test prior to employment
- Must possess valid state Driver's License and meet company insurance requirements
- Must be at least 18 years of age
- Bachelor's degree or equivalent experience
- Flexible schedule and ability to work days, nights and/or weekends

About Circle Air

Circle Air Group, located at Gillespie Field (KSEE) in El Cajon, CA, is a full service FBO offering a private passenger terminal with world class concierge services and amenities, the largest FAA Class IV Part 145 repair shop in San Diego and comprehensive onsite avionics shop. Our maintenance technicians have over 30 years of experience, specializing in Citation, King Air, Gulfstream, Challenger, Falcon and larger aircraft. We have over 70,000 sq. ft. of hangar rental space and over 400,000 sq. ft. of concrete ramp space. With Gillespie Field being only 20 minutes from La Jolla and Downtown, it is a hidden gem in the world of corporate and private air travel.

In the first quarter of 2017, we begin major renovations, transforming one of the nicest facilities in San Diego to one of the finest in the country, including an elegant interior suite remodel, gorgeous contemporary exterior, and development of a 3-acre parcel constructing 40,00 square feet of additional hangars with contiguous ramp space.

At Circle Air our philosophy is simple ... give our customers the best possible experience and they come back. We love aviation. That's why Circle Air is committed to having a passionate team that anticipates our customer's needs, pays great attention to detail, safety and security, and strives for excellence in everything we do. We are also proud to be a member of the esteemed Air Elite Diamond Service Network of exceptional FBOs worldwide.

Check us out at www.circleag.com