

Customer Support Representative

Well known aviation service and supply company with offices in Houston and New Orleans has openings for Customer Support Representatives. Established since 1985, the company provides analytical testing services, chemicals, and aircraft parts and supplies to regional airlines, corporate flight departments, and general aviation. The company is positioned to realize substantial growth, with more than 25 employees and current sales of over \$6 million annually. This position will offer a substantial bonus based on performance and ability to meet goals.

Job Summary:

Selected candidates will be responsible for sales and customer support to the aviation industry in a specific geographical region. You must have demonstrated the ability to provide outstanding customer support AND “up-sell” to existing customers. Additionally, you will be involved in supporting sales to new customers. Experience in the aviation industry is a plus.

Although a relatively small company, the potential for earnings and growth for hard working, focused, individuals is great. We offer a professional, results-driven environment coupled with a competitive compensation and benefits package, which includes medical, dental, life insurance and 401K. The compensation plan is commission based, but includes a salary, benefits, and bonus program; total earnings are based upon your hard work and results. This position reports directly to company Vice President.

Requirements:

- At least 3 years experience in inside sales or customer service, with proven ability to perform.
- A strong background in inside sales, telemarketing systems, and strategies.
- Experience using contact management software to monitor, direct, and increase sales.
 - Telemagic and MAS90 experience is a definite plus.
- Proactive sales to maximize profit/productivity in accordance with company vision and values.
- You should have received some professional customer support and/or sales training.
- Exhibit superior communications, presentation, and listening skills.
- Ability to develop relationships, over the telephone, with customers.
- Firm commitment and dedication to achieving positive results.
- Demonstrated proficiency in MS Word, PowerPoint, and Excel.
- Ability to set targets and design sales growth plans.
- Must have excellent time management skills.
- Demonstrated analytical, negotiating, and problem-solving skills required

You must have proven ability to perform the following:

- Meet reasonable goals for growth, customer retention, and profitability.
- Establish and maintain client relationships and programs
- Proven attention to detail is essential
- Prepare quotations, bids, and company/product presentations
- Contribute to an environment of success.
- Communicate within a team to achieve common goals
- Exhibit integrity and honesty while working semi-autonomously in territory.
- Evaluate and maintain customer pricing and profitability.
- Apply established marketing skill set.

If you are a qualified candidate, please send your resume and earnings history to:
Mr. Wayne Odegard by email at: wayne@avlab.com or by fax to 713-864-6990