Dassault Falcon Jet

Title: Customer Service Representative (2 vacancies)

Location: 200 Riser Road, Little Ferry, NJ 07643

Job Type: Full-Time (Experienced)

Compensation Type: Hourly

Start Date: ASAP

Job Description: Under the direction of the Supervisor, the Customer Service Representative is responsible for responding to customer inquiries as they relate to placing orders for spare parts, pending orders and directing customer inquiries to the proper personnel. There are currently two positions available. The schedules are either Monday – Friday, 1:30 PM to 10:00 PM or from 2:30 PM to 11:00 PM.

Primary Responsibilities:

- Responsible for answering a daily average quota of customer phone calls
- Provide a pleasant and friendly atmosphere for our customers to conduct business
- Effectively answer customer’s administrative questions or forward to proper DFJ personnel in a manner that satisfies the customer’s request and minimizes abandoned phone calls
- Coordinate interdepartmental correspondence relating to the timely delivery of Spare parts
- Record customer’s requests for quotes and convert to sales order when required
- Research IPC’s to problem solve in AOG (aircraft-on-the-ground) situations
- Provide timely follow up to customers on shipping information
- Manage client database and update customer transactions/issues in Siebel database
- Assist customers in obtaining information on services from other DFJ departments and/or vendors
- Perform off-hours telephone coverage as needed
- Administrative work as assigned by management team, as required
- Other duties may be assigned by management in order to meet business objectives on an as-needed basis

Qualifications:

- Bachelor’s degree
- Minimum two years of customer service experience in a professional Corporate environment
- Ability to work a flexible schedule with rotating shifts
- Ability to communicate effectively and professionally with internal and external customers
- Excellent listening skills and professional telephone demeanor
- Proficiency with MS Office Suite (Outlook, Word, Excel, etc.).
- Excellent written and verbal communication skills
- Excellent organizational and follow-up skills
- Ability to work effectively as a part of a team
- Previous customer service experience in the aviation industry preferred

Application Instructions: Email resumes to resumes@falconjet.com.
About the Organization: Dassault Falcon Jet Corp., is a wholly owned U.S. subsidiary of Dassault Aviation, France. Dassault Falcon Jet markets and supports the Falcon family of business jets throughout North America and South America.

Dassault Falcon Jet provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws. Dassault Falcon Jet complies with applicable state and local laws governing non-discrimination in employment in every location in which the company has facilities.