



Title: SENIOR CUSTOMER SERVICE REPRESENTATIVE
Reports to: DIRECTOR OF SALES
Company: 3 POINTS AVIATION – CHARLOTTETOWN FACILITY

3 Points Aviation is an industry leader in Aircraft component sales, manufacturing and repair and overhaul services. Headquartered in the West Royalty Business Park in Charlottetown, we have worked tirelessly to earn a reputation that consistently exceeds our client's expectations. Our company, through focused customer service, has become a leader in the supply and distribution of new and re-conditioned aircraft parts.

JOB DESCRIPTION:

The successful candidate will be responsible for the sale of aviation parts and services to global customers through effective communications and proven sales methods. Working as part of a successful integrated sales team, the Customer Service Representative will work to ensure a positive customer experience through a consistent professional approach.

RESPONSIBILITIES:

- Responding to in-bound customer inquiries via email, phone, and fax.
- Cultivate customer relationships through daily outbound calls.
- Supporting sales strategy through effective outbound sales techniques.
- Maintain customer contact information in company electronic Rolodex.
- Create and effectively manage customer quotes and orders.
- Organize and prioritize customer orders using proven order management methods.
- Work with outside sales team to coordinate effective solutions for customers.

SKILLS AND ABILITIES:

- Proficient in all Microsoft applications.
- High level of competency regarding reading comprehension, primarily for technical documents including component maintenance manuals and their associated illustrated parts catalogs.
- Experienced in the use of ERP systems would be considered an asset.
- Post-secondary technical training or equivalent proven experience is required.
- Minimum 10+ year's previous sales and customer support experience.
- Regional aircraft or aviation experience, in an airline or distribution environment, would be considered an asset.
- Excellent communication skills, the ability to anticipate objections, and effectively manage customer expectations.
- Self-motivated and an exhibited willingness to learn.

- Proven time management, problem solving, and prioritization skills.
- Please note that minimal travel requirements are a component of this position.

- **3 Points Aviation uses the following systems and software in our facility:**
 - ERP – Component Control (Quantum)
 - Microsoft – Office Suite
 - Jump – Remote Session Server
 - Cisco – Phone Systems and intra-office text communicator

Please email your resume to: hr@3pointsaviation.com