



Title: CUSTOMER SERVICE REPRESENTATIVE

Reports to: INSIDE SALES MANAGER

Company: 3 POINTS AVIATION – CHARLOTTETOWN PRINCE EDWARD ISLAND FACILITY

3 Points Aviation is an industry leader in Aircraft component sales, manufacturing and repair services. Headquartered in Charlottetown Prince Edward Island, with branches in Mount Pearl, NL and Mississauga, Ontario 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.
- Maintain customer contact information in company electronic Rolodex.
- Create and effectively manage customer quotes and orders.
- Organize and prioritize customer orders.
- Work with outside sales team to coordinate effective solutions for customers.

SKILLS AND ABILITIES:

- Proficient in all Microsoft Outlook, Excel and Word.
- 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 would be an asset.
- 5+ year's previous sales and customer support experience would be an asset.
- 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:**
Microsoft – Office Suite

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