**JetRight Air Management – Client Care Specialist**

Salary Range: $57,500 - $62,500 - $67,500

**JOB SUMMARY:** The Client Care Specialist ensures a high level of client experience that reflects positively on the company. This position is in direct contact with high net-worth clients and their representatives. Confidentiality, attention to detail and the ability to work in a fast-paced team environment are essential personal qualities for the successful Client Care Specialist.

**ESSENTIAL FUNCTIONS:**

* Provide and ensure a high-quality environment and optimal experience for existing managed, operational support, and select high value retail charter clients
* Consistent engagement with clients to resolve issues and provide quick response to inquiries ensuring client satisfaction and retention
* Liaise with Business Development, Operations, Facilities, FBO, selected Vendor and Maintenance Teams, Front Desk and Central Services to ensure delivery of high-quality products and services
* Establish regular communication mediums between JetRight and its clients
* Establish and maintain on-board stock standard for snacks and beverages
* Support flight crews with non-standard requests for catering and on-board convenience items
* Utilize client relationship management (CRM) tools in coordinating and monitoring client experience operations
* Attend sales and client appreciation events as required
* After hour duties as required
* Evaluate and apply industry best practices in concierge services and client care
* Complete weekly reporting for client touchpoints
* Performs other duties as assigned
* Participation in Quality Team activities regarding Client Care

**REQUIRED QUALIFICATIONS:**

* Degree in hospitality or equivalent industry experience
* Outstanding organizational and communication skills
* Strong computer skills
* Ability to work well under pressure
* Ability to work with personnel from all levels
* Authorized to work in the United States

PREFERRED QUALIFICATIONS:

* Three (3) or more years of client care experience
* Experience in an aviation related field
* Experience in Hubspot and Avianis
* Experience in Quality and Safety Management Systems
* Experience with Rockefeller habits
* Experience with Lean/Six Sigma, Change Management, and Excellence Programs

KNOWLEDGE:

* Demonstrated management skills and motivation
* Demonstrated ability to establish and maintain effective working relationships
* Knowledgeable of software systems and business operations
* Skilled in monitoring decision-making and communicating

**WORKING ENVIRONMENT/PHYSICAL DEMANDS**

* Standing/walking for short distances: up to two hours on hard surfaces.
* Sitting: up to six hours.
* Occasional travel
* On call and weekend requirements

By nature, this job description cannot be exhaustive: additional responsibilities, duties, skills, efforts, requirements and working conditions may be associated with this job.