

# TEAM LEADER CUSTOMER RELATIONS (F/M/X)



Looking for a job that will take your career to new heights in the aviation industry? Look no further! Avcon Jet, a dynamic international business aviation company, is currently seeking ambitious individuals who are ready to take their career in aviation to the next level. Whether junior or senior professional, all employees are being well rewarded for their professional engagement.

At Avcon Jet, we firmly believe that our people are the driving force behind our success. It's their passion and dedication that enables us to deliver outstanding service to our clients. That's why we're actively seeking likeminded individuals who share the same aviation dream. Are you ready to build a high-performance team?

## HOW TO APPLY

If you consider these requirements as your challenge and would like to impress us with your personality, send your application documents to [recruitment@avconjet.at](mailto:recruitment@avconjet.at).

Important: We ask you to explicitly mention the job title in the subject of your application: **Customer Relations**



## YOUR TASKS

- Reporting to the director Group Sales, you will be responsible for building and leading a team of Account Managers and to oversee all aspects of the department.
- You will develop a sales strategy for acquisition of new clients for Charter Sales and Concierge Services, including developing new products to maximize sales revenue.
- It is your strategic goal to setup an account management plan to make sure existing clients/accounts will be retained and serviced at the highest quality level.
- In close coordination with the Marketing Team, you will organize promotional events, networking opportunities, and working on brand promotion to aid your strategy and you will soon be able to identify opportunities within the company's network.
- A CRM software will be the main tool for managing all sales activities, client relationships and marketing activities. You will be the manager and power user to ensure all activities are properly documented and managed.
- To utilize cross selling opportunities, you will collaborate with other commercial departments.
- With your team, you ensure prompt courteous and accurate services to all clients, to maximize customer satisfaction.
- As a people manager you proactively engage, encourage, and enable your team members to grow to ensure improved performance and succession planning.
- As customer relations manager, you ensure stakeholder and client reporting is delivered on time.



## YOUR PROFILE

- Excellent written and oral communication skills in German and English, additional language is a plus.
- Bachelor's degree in business administration, marketing or another comparable field.
- Min of 2 years of relevant professional experience, e.g. in executive/VIP support, guest relations, lifestyle, luxury travel or leisure.
- You are characterized by a high level of customer service orientation, are patient, resilient and maintain your positive attitude.
- Driving license class B.
- Proficient IT user skills (e.g. Microsoft Office products, experience with Salesforce is a plus).
- Unlimited permit to work in Austria, on site workplace Vienna, local presence required.



## WE OFFER YOU

- An interesting and challenging field of activities within in the luxury travel industry while working on a flexible schedule.
- After a very short time of introduction and training, you have taken over full responsibility and are in contact with exciting customers, and ultra-high-net-worth clients.
- You have the possibility to build your team and to bring your experiences and best practice solutions to life.
- The statutory minimum monthly salary for a full-time position is EUR 3361,34 gross per month. The actual salary depends on your professional qualification and experience.
- It is important for us to build a long-term mutually beneficial relationship with you, and to motivate and retain your talent. In our group of companies, we offer multiple career opportunities which we will develop together with you.
- We provide the job ticket for public transportation and support a job bike program.