

Plane Solutions is a leading private aviation management organization. We have an immediate opening for an outstanding FULL-TIME Client Service and trip scheduling professional to join us in our Eden Prairie, MN location. Prior flight scheduling experience is not required, but prior experience in aviation, travel, dispatch or logistics careers will be an advantage. This is a salaried position and provides a comprehensive benefits package. The ideal candidate be professional, organized and accurate while exhibiting the highest levels of courtesy and professionalism to our internal and external clients alike. You will be skilled at prioritizing and completing a variety of tasks and projects while displaying a willingness to learn and grow with our organization. Due to our fast-paced environment, we require adaptability and flexibility. The ready acceptance of varied additional tasks and responsibilities to support other team members is a requirement. Additionally, superior customer service skills and excellent written and verbal communication skills are essential for communications with our VIP clients.

Essential Duties & Responsibilities

- Manage communications between Plane Solutions and client contacts in an accurate, courteous and efficient manner.
- Maintain highly professional appearance, communications and mannerisms whether in-person, written communications or telephone with Plane Solutions clients, team members and vendors.
- Schedule client travel via whatever means are required by client. These means may include: Primary private aircraft, chartered aircraft, leased aircraft or a variety of ground-based transportation.
- Promptly respond to incoming phone calls and email messages.
- Quote, source, confirm and input flight reservations and ancillary service requirements using Plane Solutions computer software applications.
- Proactively manage upcoming travel details and reservations, confirming in the long, short and immediate timeframes.
- Monitor weather conditions in all areas of current travel and proactively notify clients and Plane Solutions staff if any issues develop that may impact the clients travel. This includes ground transportation options, airports utilized and client activities while at destination.
- Monitor political and civil issues in all areas of client travel and advise client and Plane Solutions staff if any issues develop that may impact safety or well-being while at destination.
- Always ensure client expenses are kept to the lowest possible while bearing in mind client preferences.
- Process post-travel documents for recordkeeping and timely invoicing.
- Develop and manage relationships with vendors to continue to grow and improve our sourcing options to best serve our clients.
- Solicit new business for Plane Solutions by identifying and courting prospects for every product and service Plane Solutions provides.
- The person in the Client Services Executive role must accommodate the constantly changing and evolving needs of our 24 hour per day, 365 day per year aviation service. Personal flexibility and accommodation is necessary and may involve working during non-traditional hours including evenings, weekends and holidays.
- Ensure very contact with each client makes them feel rewarded for utilizing our services and for their expenditures in private aviation.

Additional Responsibilities

- Purchase aircraft supplies in accordance with client requirements and Plane Solutions initiatives.
- Support and reinforce all Plane Solutions team members with answering incoming phone calls and general company business activities.
- Attend aviation industry and business community events as requested to support Plane Solutions continued growth and influence in the business community.
- Attend continuing education events as requested to further personal and professional development.

Competencies (Skills, Knowledge and Requirements)

- Strong organizational skills that reflect ability to perform and prioritize multiple tasks seamlessly, providing excellent attention to detail while maintaining a very high degree of accuracy.
- Ability to work independently and self-motivate with minimal direct supervision.
- Very strong interpersonal skills and the ability to build relationships with stakeholders, including staff, clients and vendors.
- Expert level written and verbal communication skills
- Ability to lift up to 40 lbs. repeatedly, use short ladders and occasionally work outdoors for short periods under varying weather conditions
- Highly resourceful team-player, with the ability to also be effective independently
- Demonstrated ability to achieve high performance goals and meet deadlines in a fast paced environment
- Forward looking thinker, who actively seeks opportunities and proposes solutions
- Proficient with Microsoft Office software including Word, Excel, Outlook
- Ability to maintain regular attendance and on-time arrival to work as scheduled
- Ability to work independently, with a small team and with VIP clients equally well and with ease

Required Qualifications

- Passing a pre-employment employment history and criminal background screening
- Adhere to and support all Plane Solutions company operational and safety policies.
- Passing a pre-employment and random substance screening for alcohol, illicit drugs and tobacco
- Signing and complying with our standard confidentiality and non-compete agreement

Benefits

- 100% Company paid health, dental and vision insurance for employee (family coverage is available at additional cost).
- Paid vacation
- Personal time off
- 401K

Plane Solutions offers a casual, yet professional working environment and a supportive atmosphere. If you're a person who is motivated to go above and beyond, inspired by working with the best and inspired to always do the right thing, Plane Solutions is the right career choice for you! Please submit your resume, cover letter and salary requirements to: hr@planesolutionsllc.com