



Tradewind Aviation, LLC
Waterbury-Oxford Airport
5 Juliano Drive
Oxford, Connecticut 06478

CUSTOMER CARE COORDINATOR

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Tradewind Aviation is a growing Part 135 Commuter & On-Demand Operator with bases in Waterbury/Oxford, CT (OXC), Westchester, NY (HPN) and San Juan, PR (SJU) offering premium scheduled service throughout the Northeast and Caribbean.

For further details, check our website: www.flytradewind.com

Tradewind Aviation is seeking a motivated applicant for immediate full-time employment in the Charter Office at the Waterbury Oxford Airport. Customer Care is an integral part of the complete sales cycle to assure a seamless booking process for customers while maximizing trip sales. This individual must be detail oriented with an ability to work in a fast paced environment.

RESPONSIBILITIES INCLUDE BUT ARE NOT LIMITED TO:

-) Maintain a high level of knowledge of all company scheduled routes and services.
-) Handle Astro charter processes in a timely fashion
 - o Collect Connecting Flight information and work with sale to make necessary trip changes
 - o Verify Passenger passport information, and weights
 - o Send charter confirmations
 - o Ground transportation
 - o Book customer Catering and Ground Transportation
 - o Payment Processes
 - o Flight Following
-) Assist Shuttle Sales Coordinators with shuttle bookings.
-) Assist Sales with call volume and the charter inbox and email sweeping.
-) Collect and report customer expenses to accounting.
-) Coordinate with Dispatch for missing information and delayed passengers.

PREFERRED QUALIFICATIONS:

-) Experience with customer service preferred.

REQUIREMENTS:

-) Microsoft office – Outlook, Word, and Excel.

BENEFITS:

-) Medical, dental, vision, and 401(k) plans available.
-) ZED fare standby travel benefits on various US and International airlines.

To apply please send your resume to employment@flytradewind.com