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Job Title: Client Services Coordinator

Reports Directly to: Charter Sales Lead

Location: Seattle, WA (Boeing Field)

Erin Air is a privately-owned company with over a 40-year history providing on-demand private jet charters and aircraft management. Based at Boeing Field in Seattle with a maintenance facility in Spokane, Washington. Our reputation is built on reliable and exceptional service.

As a Client Services Coordinator you will...be responsible for coordinating services to ensure a positive experience for clients and owners.

Essential responsibilities of a Client Services Coordinator are...

- Maintain regular contact with clients and owners providing them with updates on their flights or any changes in the schedule.
- Approach all clients and fellow employees in a friendly service-oriented manner.
- Maintain high standards of personal appearance and grooming which include wearing the proper uniform and company branded apparel (per brand standards).
- Greet and welcome guests plane side when appropriate.
- Ensure all necessary arrangements are made for flights, including catering, ground transportation, and other logistics.
- Plan and execute special events or special projects for clients and company as needed
- Communicate across various levels internally and externally to ensure we execute our missions.
- Assists with resolving any services related issues
- Responds to inquiries with accurate information regarding passenger service
- Attend meetings as required by management.
- Perform any other duties as requested by management.

You will succeed in this role if you...are a self-starter who is highly organized with excellent attention to detail. You have strong communication and customer service skills, are adaptable, flexible and have an unwavering passion for aviation!

We require that...Client Services Coordinators have a combination of technical knowledge, communication and interpersonal skills, organization abilities, and adaptability to be able to provide exceptional service to clients and manage multiple tasks effectively.

- Previous customer service experience **Required**
- Previous exposure to Part 91, or Part 135, aircraft scheduling
- Familiarity with all aspects of Business and Charter Aviation
- Excellent communication skills
- Excellent interpersonal, oral, and written communication skills

Starting Salary DOE: \$26.45/hr - \$33.65/hr

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Benefits Provided:

- Medical/Dental/Vision Premiums covered at 100% for employee and 50% dependents
- Eligible for 401K deferrals immediately and company match after 6 months of employment
- Hybrid work schedule option after 3 months of employment
- Two weeks paid vacation
- Company provided Laptop and Cellphone
- Wellness Benefits

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with notice.