



JOB TITLE: Technical Support
REPORTS TO: Director of Engineering

POSITION SUMMARY:

The **Technical Support** position will provide general, technical, and parts support to owners of the company's aircraft and aircraft kits. This position will be expected take the lead role in working directly with our customers online and on the phone. As the "face of Glasair" to our customers, this position is expected to demonstrate a professional, competent, and responsive attitude to create a positive experience for the customer and Glasair. Thorough follow-up in every regard is required. Advancement in the organization as knowledge and skill grow is always a possibility.

RESPONSIBILITIES:

- Expected to drive customer satisfaction and support with a positive, patient, prompt, and problem-solver attitude.
- Expected to strive constantly for ever-increasing ways to improve both personal productivity and improve company systems.
- Expected to learn company ERP and CRM systems to provide technical support.
- Expected to continually learn more about both current and legacy products to improve personal knowledgebase and efficacy in responding to customer needs.
- Expected to coordinate effectively with staff in most departments while fulfilling customer support responsibilities.
- Advancement in the role may have the opportunity to represent the company at airshows or conduct customer demonstration flights.

REQUIREMENTS:

- Communication skills - The ability to draft various types of written correspondence and verbal interactions with customers and staff.
- Customer relation skills - The ability to verbally communicate accurately, in a professional and tactful manner and to do so with a wide range of personalities.
- Computer skills – Familiarity with Windows 10, file management, MS Office, Google Apps, e-mail, digital photo management, as well as the company's ERP and CRM systems.
- Organization skills - Must be highly organized, able to prioritize and able to stay focused on tasks. Must possess a high degree of self-discipline and the ability to complete duties fully with minimal supervision. Must strive constantly for ever-increasing ways to improve both personal productivity and department systems as company grows.
- A proactive attitude and demeanor that actively drives toward goals and solutions
- At least a basic working knowledge of general aviation, aircraft and their systems, and the regulatory environment.
- Ability to work as a key component in a team atmosphere.

EXPERIENCE: This is not an entry level position, some experience in customer support required.

COMPENSATION: An industry-competitive package is being offered for top-notch individuals.

CONTACT: Please email resume and application to randy.lervold@glasairaviation.com