



CUSTOMER SUPPORT MANAGER (SHIFT BASED). VILNIUS, LITHUANIA

ABOUT COMPANY:

FL Technics is a global provider of tailor-made services for aircraft maintenance, repair, and overhaul (MRO), delivering solutions to commercial aviation customers worldwide. FL Technics operates in a vast network of representative offices, hangars, and shop facilities, as well as the largest independent line maintenance stations network across Europe, Asia Pacific, Africa, the Middle East, and Canada.

Recognized as Top Employer of 2025, awarded by the Top Employers Institute, FL Technics demonstrates continuous effort and investments to create a great work environment and ensure the well-being of the ever-growing team in Lithuania and across the globe.

FL Technics is part of Avia Solutions Group, the world's largest ACMI provider, operating a fleet of 192 passenger and cargo aircraft worldwide.

YOUR TASKS:

- Communicate with customers (mainly worldwide airlines) and suppliers;
- Answer and respond to customers' calls and messages;
- Prepare proposals and agreement drafts;
- Sales management.

WHAT YOU SHOULD BRING:

- University degree (or equivalent) in related field;
- Good knowledge of English;
- Experience in sales or customer service field;
- Work on shift basis (night and day shifts / schedule prepared in advance);
- Quick problem solving and result orientation;
- Negotiation and analytical skills.

WORKING AT FL TECHNICS:

- Exclusive experience to the aviation business industry;
- Flexible working hours to promote work-life balance;
- Work remotely for up to one month a year;
- Additional private health and accident insurance;
- Discount system with partnering companies;
- Access to internal training and courses;
- Complimentary in-house gym and other sports activities;
- Supporting and cheering for your success team;
- Competitive salary range, final offer will be proposed based on your experience and competencies.

Seize this opportunity to soar to new heights with FL Technics! Apply now and be part of a globally acclaimed team shaping the future of aviation.

Salary: from 2100 € to 2400 € (brutto)

FL Technics - a leading global provider of aircraft maintenance, repair, and overhaul (MRO) services, specializing in a comprehensive range of aviation solutions such as maintenance, parts and materials supply, technical trainings, wheels and brakes services, engine repair shop, engineering, design and production and aerospace logistics. With offices in Lithuania, the United Kingdom, the UAE, Canada, Germany, Italy and Thailand, FL Technics holds certifications, including EASA Part-145, Part-CAMO, Part-147, Part-21, FAA-145, UK CAA, and other NAA. Operations extend across Europe, South, Central and North Americas, the Middle East, Africa, Asia- Pacific regions.