



CUSTOMER SUPPORT MANAGER. 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:

- Respond to customer inquiries and prepare commercial quotations.
- Communicate with customers mainly via email and provide clear, timely information.
- Understand the customer's request and prepare offers that include all necessary products for a complete solution.
- Think commercially and suggest related products when relevant.
- Work with technical and commercial information when preparing quotations.
- Learn and use the company's internal programs to manage requests, prepare offers, and maintain documentation.
- Manage several customer requests at the same time and ensure quick responses.

This role is focused on customer inquiries and quotation preparation rather than active cold sales. However, a commercial mindset is important, as the position includes performance bonuses when customers purchase based on your offers.

WHAT YOU SHOULD BRING:

- University (or equivalent) degree;
- Good English skills;
- Ability to manage multiple tasks simultaneously;
- Basic understanding of sales;
- Customer - oriented communication skills;
- Critical thinking and problem solving skills;
- Good computer skills;
- Willingness to work in a global team of professionals.

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 2500 € to 3300 € (brutto)

FL Technics is a global provider of tailor-made services for aircraft maintenance, repair, and overhaul (MRO), delivering solutions to commercial aviation customers worldwide. With more than 2500 employees 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.