



CUSTOMER SERVICE COORDINATOR. BUDAPEST, HUNGARY

ABOUT THE COMPANY:

FL Technics Wheels & Brakes Kft. is a subsidiary of FL Technics UAB, a provider of tailor-made services for aircraft maintenance, repair, and overhaul (MRO), delivering solutions to commercial aviation customers worldwide.

FL Technics Wheels & Brakes Kft. is specialized in the **maintenance and repair of aircraft wheels and brakes** with headquarters in Hanover and further locations in Hungary, Italy and Lithuania with around 150+ employees.

To expand our team in ECSE (Budapest), we are looking for:

CUSTOMER SERVICE MANAGER

YOUR TASKS:

- Coordinate and process client's inquiries on operational level
- Develop and maintain strong relationships with clients
- Act as the Voice of the Customer at our local facilities and collaborate with respective teams to ensure client needs are fulfilled
- Monitor client demand and report on operational performance
- Handle the Warranty and Claim management of client's material

WHAT YOU SHOULD BRING:

- Proven experience in customer service, or a similar client-facing role, preferably in aviation, manufacturing, or other operational environment
- Strong interpersonal and communication skills
- Solid organizational and problem-solving skills
- Client-centric mindset
- Ability to manage multiple tasks and deadlines in a fast-paced environment
- Full English language proficiency

WORKING AT FL TECHNICS:

- Competitive base salary
- Cafeteria
- Commuting support (30 HUF/km) or company shuttle bus
- Medcover - White Package - private health insurance plan
- Weekly fruit day
- Free parking
- Company events

- Full support and training for onboarding and system usage

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.