



CUSTOMER SUPPORT COORDINATOR (PUNTA CANA). PUNTA CANA, DOMINICAN REPUBLIC (THE)

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.

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

With the opening of our new hangar in Punta Cana, we are actively seeking an exceptional individual to join our MRO family as our Customer Support Coordinator.

YOUR TASKS:

- Coordinate the arrival, stay, and departure of customers and their representatives, ensuring an outstanding customer experience throughout the aircraft maintenance project.
- Organize hotel reservations, transportation, airport access permits, and travel arrangements based on operational requirements.
- Serve as the main point of contact between customers and internal teams, ensuring timely communication and project updates.
- Coordinate with airport authorities, ground handling companies, and internal departments to support aircraft arrivals, departures, and maintenance operations.
- Conduct customer satisfaction surveys, collect feedback, and follow up on improvement actions to continuously enhance service quality.
- Ensure contractual documentation, invoices, and other project-related documents are delivered accurately and on time.
- Organize hospitality activities and provide on-site support to customers during their stay.
- Support visa invitation processes and other travel-related requirements when applicable.

WHAT YOU SHOULD BRING:

- Bachelor's degree in business administration, Tourism, Hospitality, Aviation Management, Marketing, Communications, or a related field is considered an advantage.
- Previous experience in customer service, customer relations, hospitality, aviation, or a similar role.
- Fluent English and Spanish, both written and spoken.
- Strong communication, organizational, and problem-solving skills with a customer-oriented mindset.
- Proficiency in Microsoft Office (Word, Excel, Outlook, and PowerPoint).
- Flexibility to work outside normal business hours, including weekends and late hours, when operationally required.

WORKING AT FL TECHNICS:

- Exclusive experience to the aviation business industry;
- Access to internal training and courses;
- 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.

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.