

Training Advisor Job Description (Part-Time)

DESCRIPTION:

We are seeking a candidate who is a multi-tasker with an excellent work ethic and one who thrives in providing a customer forward experience for our clients.

This job is ideal for someone who is:

- Dependable -- more reliable than spontaneous
- People-oriented -- enjoys interacting with people. Happy to help
- Adaptable/flexible -- enjoys doing work that requires frequent shifts in direction
- Detail-oriented -- would rather focus on the details of work than the bigger picture
- High stress tolerance -- thrives in a high-pressure environment
- Eager learner – absorbs quantities of information and articulates it accurately

Our ideal candidate will have prior sales/retail experience as well as some aviation experience; however, the lack of aviation experience should not preclude those with strong sales/retail experience from applying.

Training may occur outside of normally scheduled shift.

Duties and job Responsibilities:

- Answer incoming customer inquiries accurately and timely
- Engage with clients in a friendly and professional manner while actively listening to their concerns
- Accurately provide prospective customers information regarding CRAFT flight training programs
- Develop sales leads for conversion into active customers
- Remain current and knowledgeable about CRAFT programs, requirements, services, and policies
- Accurate and timely recording of all customer communications and information within our customer database (CRM) HubSpot/Zoho
- Ensure intake and recording of customer information, required forms, and other documentation in Flight Circle and other databases as required
- Communicate back to leads/prospects in a timely fashion as determined by CRAFT protocol or 'report to' manager
- Offer support and solutions to customers in accordance with the company's customer service policies
- Communicate clearly, concisely and effectively to all departments to facilitate excellent relationships with both internal and external customers
- Ensure smooth hand-off of new customers to flight operations for instructional activity
- Complete and document all weekly tasks and provide a weekly activity report to overseeing manager
- Provide in-person tours of training facilities and aircraft
- Other duties as requested by management

Minimum Qualifications:

- High School Diploma or GED (Required)
- Some College Preferred
- 1 year sales or customer service experience
- Must be able to pass a background check conducted by the Charleston County Airport Authority

Experience:

- Customer service focused industry, hospitality/travel, office, sales, marketing, call center
- Experience with meeting goals or metrics - preferred but not required
- Aviation experience preferred but not required (please provide an overview of those experiences as part of your application)

Knowledge/Skills:

- Acumen to learn, comprehend, retain, and articulate various information accurately.
- Utilize professional, courteous, and effective communication with the general public in a customer forward manner.
- Ability to communicate clearly and concisely.
- Establish and maintain excellent working relationships with co-workers and clientele.
- Work independently with minimum supervision following oral and written instructions.
- Use time management techniques to enhance or expand customer experience and service operations.
- Complete tasks with accuracy.
- Use organizational skills and tools effectively.
- Maintain confidentiality regarding business operations and customer information.
- Experience with Hubspot or other customer relationship management (CRM) tools or systems
- Experience with basic Microsoft Office or Google applications, such as MS Word, Excel, Powerpoint or Google equivalents

Work Location:

N Charleston, SC

Work Remotely:

- Yes

EEO Statement: