

FBO Handling Agent / Customer Service Representative (80 – 100%)

Air Service Basel GmbH – Basel Area, Switzerland

Tasks & responsibilities:

- Handling of business and corporate aircraft.
- Communication and coordination with the flight crew, customers, and passengers.
- Provision of required flight documents.
- Coordination with airport and customs authorities etc.
- Ensuring availability of required ground equipment.
- Carrying out other activities and administrative tasks in connection with the aircraft handling.

Qualifications:

- Experience in the aviation industry, e.g. in the environment of FBO / Ramp operations.
- Preferably experience as a ground handling agent for executive aviation.
- Ability to adapt to a very flexible work schedule (our office hours cover 365 days/year during airport opening hours, incl. weekends and bank holidays).
- Ability to multi-task across a broad range of responsibilities.
- Capability to react to new situations in a quick and flexible manner.
- Focused personal drive and a flexible approach to work in a busy, ever-changing environment.
- Conflict resolution skills with a focus on customer orientation.
- Excellent customer service and communication skills with the ability to deal with VIP clients.
- Talent for co-ordination.
- English, French, and German language (written & spoken), preferably other European languages.
- Computer Skills to include basic MS Office applications.

APPLYING

Please send your application including cover letter, certificates, and CV (with color photo) by e-mail to careers@airservicebasel.com . All applications will be treated with a high level of confidentiality.