



Dassault Falcon Jet Corp is a wholly owned U.S. subsidiary of Dassault Aviation, France. Dassault Falcon Jet markets and supports the Falcon family of business jets throughout North America, South America and the Pacific Rim countries of Asia, including the People's Republic of China.

JOB SUMMARY

We currently have an excellent opportunity for an AOG Response Coordinator at our US headquarters located at Teterboro, NJ. This position will support the Falcon Airborne Support (FAS) Initiative while providing dedicated GoTeam deployment, Spares procurement and Alternative Lift arrangements. **Please note that the schedule for this position is Friday, Saturday and Sunday from 7:00 AM to 7:00 PM.**

RESPONSIBILITIES

- Provide clear and concise routing of Go Team, Spares and FAS (Falcon Airborne Support) aircraft as well as any additional constraints or concerns
- Identify and communicate expected ETA and ETD of FAS aircraft and crews and coordinate with internal and external customers on trip planning issues as necessary
- Coordinate with Flight Ops for aircraft trip assignments when needed
- Coordinate with FBOs and/or airport authorities to ensure all necessary ground operations preparation are made
- Coordinate or advise the Command Center Operations Manager and/or Director on all unusual request or circumstances and in the event eligibility escalation is required
- Accept and return calls and emails in a timely manner and provide professional communications both verbally and written
- Coordinate all trip logistics for crew and passengers as required including but not limited to ground transportation, catering and special needs
- Interface with several Dassault departments as well as customers and their representatives
- Complete and send all required checklists, forms and documentation as required
- Ensure accurate and timely follow-ups including notification with internal and external customers
- Answer and redirect all inquiries in a professional manner and provide outstanding customer service and assistance
- Coordinate with Spares SPOC and ensure all logistics are handled smoothly and efficiently for AOGs
- Train/familiarize Tech Center Rep with AOG Resource Coordinator duties, responsibilities and processes

REQUIRED QUALIFICATIONS

- Ability to work schedule of Fridays, Saturdays and Sundays from 7:00 AM to 7:00 PM
- Associates Degree or equivalent experience
- Five (5) years of corporate aviation experience in a technical and/or high level customer support role
- Two (2) years of experience working in a flight operations center or equivalent
- Demonstrated understanding and knowledge of business aircraft's capabilities
- Proven understanding of flight planning requirements, aviation weather, aircraft maintenance, FARs and related information
- Computer literacy and proficiency with Microsoft products (Outlook, Word, Excel) and CRM applications (preferably SIEBEL)
- Must be a highly motivated individual, capable of critical thinking with the ability to effectively support AOG

- customers under pressure and provide a timely response/solution under typical AOG time constraints
- Must be able to handle multiple customer requests accurately and efficiently, handle dynamic situations and be able to anticipate problems
- Must be detail-oriented and fully understand the importance of this DFJ customer support/technical position
- Strong customer service skills
- Exceptional communication skills with complete fluency in written and spoken English
- Ability to work effectively in a fast paced, team environment
- Familiarization with International work Visas and Spares Import/Export Requirements
- Bachelor's Degree in Aviation or equivalent, Falcon Model specific aircraft experience, A&P license, FAA Dispatcher license, Experience with Part 135 – Charter, Experience with Part 91 -- Owner Relations, Experience with Flight Coordination -- FBO/Fuel/Catering, experience with trip scheduling and planning and basic foreign language skills (French and/or Spanish) are all desired qualifications

We offer a competitive salary and benefits package, including 401(k) and pension. Our modern facility includes a subsidized cafeteria and fully equipped fitness center. **To apply, please visit us at www.dassaultfalcon.com/careers**