



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.

We currently have an excellent opportunity for a Command Center Representative. This position can be based at either our Boise, Idaho or Teterboro, New Jersey location. **Please indicate your location preference on your application.**

JOB SUMMARY

The Command Center Representative answers technical, operational and administrative questions received from Falcon Jet operators regarding their aircraft. The incumbent will also provide multi-faceted support for any and all AOG issues raised by customers in accordance with company policy.

RESPONSIBILITIES

- Record and complete all customer phone contacts within the prescribed database and in accordance with Department Guidelines
- Be familiar with and execute the entire AOG Response process consistently as described in ISO documentation and department guidance
- Be familiar with the role of the AOG Response Coordinator, and fill in when and if necessary
- Coordinate with Worldwide Technical Front Line team to resolve issues in a timely manner
- Troubleshoot, analyze and recommend corrective action for aircraft discrepancies when requested, within the established response time goals
- Review technical material and/or manuals to make recommendations when necessary for revisions
- Suggest methods on product improvement in a manner designed to promote safety, aircraft performance or reduced cost of operation
- Assist customer in obtaining necessary parts from our Spares to satisfy technical needs
- Submit owner information changes if advised
- Be familiar with various electronic media for maintenance manuals, CATIA applications and research tools
- Attend Worldwide Front Line meetings annually as prescribed by Operations Manager
- Other duties as assigned

REQUIRED QUALIFICATIONS

- A&P license required
- Minimum two (2) years of work experience on or with Falcon Jet aircraft systems, i.e., avionics, engines or equivalent to those installed on Falcon Jet aircraft
- Good computer and telephone communication skills
- Some travel may be required
- Pilots license is a plus
- Inspection Authorization is desired
- Avionics background is desired
- Knowledge of French language is desired

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**