### **Job details** Soarin’ Airlines strives to provide the highest quality service on the ground and in the air. When it comes to customer support, our team members exhibit the highest caliber of individualized professional care. We have a seven-star rating from Airline Ratings and were named one of the top five airlines in the U.S. in Forbes. Our airline is looking for a customer support representative fluent in Spanish and English to work closely with our customer service team. The position will be full-time at 40 hours a week with overtime mandatory during peak season.

### **About the company** Soarin’ Airlines has set global standards in airline service for the past 20 years. From our beginning in 2001, we have grown from a small regional airline in California to a global carrier. Our luxurious Boeing 777X aircraft fly across the globe to Greenland, Switzerland, Australia, Tanzania, India, Fiji, France, China, and Egypt. Our service is forever focused on kindness, honesty, and quality. When you fly Soarin’, you fly with the best.

### **Role** *All customer service representatives must provide friendly, confident, and efficient service to all customers.*

* Answer telephone calls and emails promptly in Spanish and English (may also be required to answer inquiries via social media on occasion)
* Maintain and extend client base through positive customer interaction
* Collaborate with the customer service team to provide service to a variety of customers from across the globe
* Provide efficient and accurate solutions to customer inquiries and concerns according to company policy
* Update company policy documentation in Spanish and English as needed
* Document all client interactions in Spanish and English into the company database
* If the answer is not within your department, inquire about solutions from respective departments, and provide customers with a timely and effective response

### **Benefits**

* $38,124–41,975 annual salary plus stock options
* Life, health, dental, and vision insurance
* 401(k) program
* Employee Assistance Program
* Paid time off, holiday pay, and paid family leave
* Discounts on airline tickets, merchandise, and other benefits

### **Qualifications**

* Bachelor’s degree in PR, Communication and Leadership, Journalism, or equivalent field
* Minimum one year of customer service experience
* Fluent in Spanish and English
* Excellent verbal and written skills in both Spanish and English
* Excellent interpersonal skills
* Strong computer skills
* Strong organizational and analytical skills
* Flexible—must be able to work independently AND with a team daily
* Experience working for airline companies preferred but not required