



ABOUT FLYUS GROUP

FlyUs Aviation Group is an independent, privately-owned GSSA. Our focus is our customers, staff, airlines and partners, for whom we constantly strive for industry innovation and advancement.

Our people are our strongest assets and we promote and enjoy a family culture around the globe.

Established partnerships with more than 34+ airlines across 30 countries allow us to pioneer collaborative projects and investment into digital solutions, a partnership approach for airline clients, analytics, information flow and the customer experience.

APPLY NOW

Send CV & Covering Letter to:
careers@flyus.aero



WE ARE HIRING!!



POSITION

Customer Service & Inside Sales



LOCATION

Heathrow, United Kingdom



DESCRIPTION

Within the GSA division of FlyUs Aviation Group, your role will be to manage the day-to-day customer service activities for a key airline. Ensuring smooth operational flow, monitor and recording of all reservations.



RESPONSIBILITIES

- Manage complete end-to-end booking process.
- Direct interface with UK freight forwarders, overseas offices, interline partners, GHAs & other FlyUs offices.
- Keeping in-house and airline system up to date, including full data capture.
- Oversee Pre Bookings.
- Acting as main contact through both customer calls and emails
- Deal with pricing enquires and rates.
- Follow up on sales leads and chase potential new business.
- Managing capacity control and priorities.
- Responding to request for tracking information & post flights.
- Dealing with customer complaints and service issues.
- Provide booking list to GHAs and pre-alert outstations.
- Oversee trucking to ensure smooth transit.



SKILLS & EXPERIENCE

- Ideally candidate should have Airline, GSSA or Freight Forwarding experience.
- Have outstanding customer service skills and good understanding of the cargo market.
- Ability to work in a fast paced environment handling multiple initiatives and prioritise own workload.
- Autonomy in the role and capacity management.
- Must be articulate and possess good interpersonal skills.
- Competences in IT programs, strong analytical skills, planning and organisation.

SALARY

£24,500 - £27,500

HOURS

09:00 – 17:30
Monday to Friday

CLOSING DATE

Friday 19th November

