



*McFarlane is a rapidly growing 50+ years old aviation firm that focuses on the design and manufacture of high-quality aircraft parts within the general aviation and commercial marketplace. We believe in providing better parts with superior “old-school” customer service. When you join the McFarlane team, you’ll join a dedicated group of colleagues passionate about aviation, community, and the McFarlane way.*

**Position Description:** Customer Support Representative

**Position Summary:** Our growing business is looking for enthusiastic individuals who enjoy interacting with customers and will listen to their needs and then offer a unique and innovative solution for each opportunity. The successful candidate for this role will be one that is quick, innovative, computer literate and proves the values of the company to each customer.

**Position Responsibilities:**

- Perform all order entry and customer service tasks required to create satisfied customers
- Communicate with other company departments to follow through with customer issues
- Collect and record data for marketing and accounting to service customers better
- Listening and use decision making skills to better serve our customers
- Follow policies and procedures in the McFarlane Employee Manual, Quality Assurance Manual, Safety Manual, and Sales and Shipping Procedures
- Other duties, as assigned

**Experience and Skills:**

- Experience in customer service, telephone, and computers or equivalent training
- Microsoft Office proficiency
- Writing and verbal communication skills
- Ability to work effectively with a team
- Ability to manage small projects personally and work independently
- Memory to retain information and know where to research answers
- Time management skills
- Organizational skills
- Detail oriented

**Physical Requirements**

- In this position you must be able to sit
- Must be capable of regular, reliable, and timely attendance

**Education Requirements**

- High school diploma or equivalent is preferred but not required

**Years of Experience**

- 2-3 years’ experience

**Apply:** <https://www.mcfarlaneaviation.com/employment/>



*All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, or national origin, and protected veteran status, or disability status.*