



MPIJET

2023 Spring Intern (Remote) - Aircraft Charter & Ownership Sales Associate

Description

Elevate your degree's objectives with real-world application. At MPIJET, our culture empowers self-starters and provides a safe and active medium to test NEW ideas, theories, and processes. Developing confident and skilled talent is a critical component to our business. MPIJET is the only Monterey, CA based aircraft charter and management company. We are responsible for the service and safety of the county's ultra-wealthy residents. Our task is no easy undertaking and requires dedication and collaboration from every team member. This opportunity counts as a three (3) credit hour course.

This internal and external facing, fast-paced position directly engages and communicates with clients through customer services: frequent flier communications and promotions, client follow-ups and research.

POSITION RESPONSIBILITIES:

Customer Retention

Create customer retention program to include:

- Phone-call and email templates
- Company offerings to encourage repeat business
- Perks for frequent fliers
- Customer anniversary/flight milestone recognition and customer loyalty program
- Analytics to determine most frequent clients, clients with long-standing accounts, and clients with little activity
- Client contact calendar

Customer Satisfaction

- Create a customer feedback loop and capture customer feedback
- Email/call clients and review their trip prior to the mission
- Perform post-mission follow ups

Customer Management

- Develop customer overview sheet to include:
 - Hobbies
 - Interests
 - Work/Industry history
 - Etc...
- Learn customer preferences and update client profiles
- Check client contact information for accuracy

Education:

- Pursuing a Bachelor's Degree
 - Sales
 - Customer Service
 - Communications
 - Other related field

Position Requirements:

- Personal accountability
- Microsoft Excel Literacy
- Action oriented and self-starter
- Professional and collaborative demeanor
- Knowledge of aircraft is beneficial

Minimum GPA Requirement: 3.5

Primary Location: Remote

Recruiting Company: MPIJET

Schedule: Part-time

Job Level: Individual Contributor

Posting Date: 12/1/2022