**Company Description** 

HeliNY is one of New York City’s premier helicopter charter & sightseeing tour companies, operating since 1994. With a large fleet of Bell helicopters, experienced pilots, and dedicated staff, we offer thrilling helicopter flight experiences. We offer a wide range of services from aerial tours of NYC, private charter flights and destination packages, proposal flights, and many other exciting offerings. Our commitment is to provide the best customer experience without compromise.

**Role Description** 

On-siteGuest Services Associate, part time weekend position available at our new office in Downtown Hoboken, NJ. As HeliNY’s Guest Services Associate, you will be responsible for ensuring a high level of product knowledge of our services and enhancing the overall customer experience.  Working with potential customers, you will explain our services, assist in tour reservations and provide preliminary guidance regarding our helicopter packages and private transportation. You will explain our charter flights that include but are not limited to the Hamptons, NY wineries, Catskills resorts, any many other alternatives.

* Serve as the face of HeliNY to weekend customers visiting our new showroom in Hoboken, NJ.
* Provide a genuine and enthusiastic welcome to customers at our store front office.
* Build rapport with guests to understand their preferences and special requests.
* Utilize your knowledge of our services & products to best assist our clientele, providing them with a unique experience.
* Communicate effectively with Client Service team for Tour Reservations, Charter Sales, and Destinations team members
* Exhibit strong attention to detail and problem-solving abilities.

**Qualifications**

* Experience in hospitality, tourism or aviation is preferred.
* Professionalism with a passion for customer relations.
* Dependability is key for the success of this role.
* A demonstrated passion for aviation.
* Outgoing and friendly personality.
* Self-starter, responsible and dependable individuals with a passion for customer satisfaction, success and sales.