

Job Title: Customer Programs Internship

Company: WG Henschen, an Abound Aerospace Company

Location: Valencia, CA

Job Type: Internship

Salary: \$20

Website: www.WGHCO.com/careers

About Us: WG Henschen is a leading aircraft distribution company that specializes in providing high-quality aircraft parts and components to clients worldwide. With a commitment to excellence and a strong focus on customer satisfaction, we are looking for a dedicated Customer Service Representative to join our team.

Position Overview: We're looking for an energetic, outgoing individual with a natural talent for connecting with others and a proactive approach to teamwork and customer interactions. As a Customer Programs Intern, you'll support our Customer Operations department by reviewing and entering customer orders, while also gathering, analyzing, and interpreting data to boost customer satisfaction, streamline processes, and elevate service delivery. The ideal candidate brings strong analytical skills, a sharp eye for detail, and the ability to collaborate effectively with cross-functional teams.

Key Responsibilities:

- **Order Processing:** Support Customer Program Managers in reviewing and entering orders. Ensure orders are processed accurately and in a timely manner.
- **Issue Resolution:** Work closely with other departments, as directed by the Program Manager, to find suitable solutions.
- **Documentation:** Maintain accurate customer records, support with creation and updates to work instructions.
- **Data Collection:** Use Excel, Access or other business tools to collect, analyze, and interpret complex datasets to identify trends and insights that support program management.
- **Metric Generation:** Develop (using SQL-based programming if possible) and maintain dashboards and reports that track key performance metrics and service levels.
- **Teamwork:** Work collaboratively with other program managers, sales, warehouse and other teams as required as part of any assigned internship projects.

Qualifications:

- In pursuit of a degree in STEM or Business-related field.
- Strong proficiency in data analysis tools such as Excel, SQL, Tableau, or Power BI.
- Strong analytical and problem-solving skills with attention to detail.
- Excellent communication skills and a confident, extroverted nature to thrive in a dynamic, people-focused environment

Benefits:

- Competitive hourly salary.
- Opportunities for professional growth/mentoring.
- Opportunities for development in other departments (Sales, IT, Warehouse, Accounting, Purchasing) for a more comprehensive experience.

To apply, please submit your resume for this role to Alberto Martinez at amartinez@wghco.com. We look forward to welcoming you to our team and embarking on a journey of excellence in aircraft distribution.