

Job Title: Data Analyst, Customer Programs

Company: WG Henschen, an Abound Aerospace Company

Location: Valencia, CA

Job Type: Full-Time, hourly

Salary: \$22-25

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: The Data Analyst will play a pivotal role in supporting the back-end operations of our Customer Operations department. This role involves reviewing and entering customer orders, as well as gathering, analyzing, and interpreting data to improve customer satisfaction, streamline processes, and enhance overall service delivery. The ideal candidate will have strong analytical skills, a keen eye for detail, and the ability to work collaboratively with cross-functional teams.

Key Responsibilities:

- **Order Processing:** Support Program Managers in reviewing and entering orders. Ensure orders are processed accurately and in a timely manner.
- **Issue Resolution:** Identify and resolve order issues, including order discrepancies, shipping problems, and product concerns. Work closely with other departments to find suitable solutions.
- **Documentation:** Maintain accurate customer records, order history, and communication logs in our database.
- **Feedback Collection:** Gather and document customer feedback and suggestions, sharing this valuable input with the management team to help improve our services and products.
- **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 and maintain dashboards and reports that track key performance metrics and service levels.
- **Teamwork:** Work collaboratively with other program managers, sales, and operations teams to analyze customer feedback and operational data, recommending improvements to processes and service delivery.

Qualifications:

- High school diploma or Associates Degree
- Excellent verbal and written communication skills.
- Strong problem-solving and critical thinking abilities.
- Proficiency in using Microsoft applications, in particular Microsoft Excel, and other relevant tools.
- Exceptional organizational skills and attention to detail.
- Ability to remain calm and professional when dealing with challenging customer situations.
- Knowledge of aircraft parts and components is a significant advantage.
- A customer-centric mindset and a passion for providing outstanding service.

Benefits:

- Competitive hourly salary
- Comprehensive health, dental, and retirement benefits
- Sick and Vacation Days
- Ongoing training and professional development opportunities
- Room to express your potential, develop and strengthen your competences
- Collaborative and supportive work environment

If you are passionate about aviation and dedicated to providing exceptional customer service, we encourage you to apply for this Data Analyst position at WG Henschen. Join us in our mission to deliver top-notch service and support to our valued customers in the aviation industry.

To apply, please submit your resume and a cover letter detailing your relevant experience and why you are the ideal candidate 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.