WG Henschen
an Abound Aerospace Company

JOB TITLE:	**Program Administrator**	**DATE POSTED:**	10/21/2026
Location:	Valencia, CA / On-site	Level/Salary range:	Hourly (Full-Time)
Company URL:	www.WGHCO.com	Remote/On-Site:	On-Site

APPLICATIONS ACCEPTED BY:

Email:	amartinez@wghco.com, klundby@wghco.com	Subject line:	Program Administrator – Job Posting

JOB DESCRIPTION

About Us:
We are a leading aerospace distribution company dedicated to providing top-quality products and exceptional service to our clients. Our commitment to innovation and excellence drives us to deliver efficient and effective solutions in the aerospace industry. We are seeking a dedicated, customer-focused Program Administrator to join our team.

Position Overview:
As a Program Administrator, you will be the front line of communication between our company and our valued customers, playing a crucial role in ensuring they receive exceptional service and support. Your responsibilities will include addressing inquiries, resolving issues, and providing product information, all while maintaining an elevated level of professionalism and efficiency.

Key Responsibilities:

- **Customer Support:** Serve as a key point of contact for customer inquiries and requests via phone, email, and live chat.
- **Order Processing:** Assist customers in placing orders, providing accurate product information, and verifying order details. Ensure orders are processed accurately and on time.
- **Issue Resolution:** Identify and resolve customer issues, including order discrepancies, shipping problems, and product concerns. Work closely with other departments to find 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 input with management to help improve our services and products.
- **Compliance:** Ensure all interactions and transactions adhere to company policies, industry regulations, and quality standards.
- **Teamwork:** Work collaboratively with customer service, sales, and operations teams to provide a unified, positive customer experience.

Key Qualifications and Education Requirements

- High school diploma or equivalent.
- Proven experience in customer service or a related field, preferably in the aviation industry.
- Proficiency in Microsoft applications, particularly Excel, and other relevant tools.
- Excellent verbal and written communication skills.
- Strong problem-solving and critical thinking abilities.

Preferred Skills

- Knowledge of aircraft parts and components is a significant advantage.
- Exceptional organizational skills and attention to detail.
- Ability to remain calm and professional in challenging situations.
- A customer-centric mindset and a passion for outstanding service.

Benefits

- Competitive hourly salary.
- Comprehensive health, dental, and retirement benefits.
- Sick and Vacation Days.
- Ongoing training and professional development.
- Collaborative and supportive work environment.

Why Join Us?
Be part of a dynamic and innovative team in the aerospace industry, where you will have the opportunity to be part of its growth and success.