



**Job Title:** Customer Experience (CX) Intern  
**Reports to:** Senior Manager, Customer Experience & Willow Run (KYIP)  
**Department:** Avflight  
**Location:** Ann Arbor, MI

### **Job Summary:**

Avflight is a privately-owned international company headquartered in Ann Arbor, Michigan, serving the aviation industry with a tradition of innovation for the past 25+ years. As a dynamic company, Avflight supports the safe, convenient, and expeditious movement of people and goods around the globe. Ranging from FBO ownership and management with 25 locations and counting, to the special handling requirements of airline, cargo, and large-scale military operations, Avflight Corporation is an influential image within the aviation industry known for its premium service offerings.

The Customer Experience Intern position will play a crucial role in supporting Avflight's overall customer experience strategy. Supporting the Senior Manager, Customer Experience, this position offers the opportunity to collaboratively work alongside both our FBO and airline ground handling teams across the entire Avflight network - gaining practical experience in fast-paced and dynamic environments. This position will assist with analyzing customer feedback, building corporate presentations, project management, and more. In addition, this position will have a strong influence on various marketing projects and will meet regularly with Avflight's marketing team.

### **Duties/Responsibilities:**

- Support Avflight's customer experience (CX) strategy
- Identify ways the customer (and employee) experience can be enhanced
- Assist in the execution of projects and initiatives
- Collect and monitor customer feedback
- Design and build corporate presentations and informational flyers
- Communicate with customers, airports, and suppliers via telephone, email, and fax as needed
- Complete administrative tasks that support Avflight's operation
- Other duties as assigned

### **Required Skills/Abilities:**

- Proficiency with Adobe Illustrator, InDesign, and Photoshop is highly preferred
- Strong organizational skills and attention to detail
- Excellent internal and external customer service skills
- Timely, immediate action and follow-through
- Exceptional multi-tasking skills in a fast paced work environment
- Confident, articulate and professional communication abilities
- Must be comfortable with email, filing, faxing and computer skills including Microsoft products

### **Education and Experience:**

- Working towards Business Aviation or Marketing degree
- GPA of 3.0 or higher (based on a 4.0 scale)

### **Physical Requirements:**

- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to lift 20 pounds at times and carry 10 pounds