



Job Description
Flight Coordinator / Charter Sales
Salary, Exempt

2/12/20

The Flight Coordinator is responsible for taking a customer's air charter inquiry, whether by phone or email, quickly and accurately generating a quote, booking all details of the flight including customer and crew accommodations, and recording all post flight details.

This position is **not** a 9-to-5 job. You will have office hours and the ability to work from home and on the go. Charter customers will call, text, or email 24 hours a day, 7days a week, 365 days a year. This role requires motivation, dedication, high-energy and a 'can do' attitude.

Essential Duties & Responsibilities:

1. **General office hours, along with after hours (evening), weekend, and holiday on-call rotation will be required and a shared responsibility within the department. This is a mandatory requirement for the role.**
2. Develop an expert knowledge and understanding of our fleet of charter aircraft, other aircraft in the charter market, and FAR part 135 and 91.
3. Gather all trip information from customer, owner, or broker to generate quote while managing a high phone call and email volume.
4. Confirm all details of flight such as passengers, luggage, and crew to be able to create an itinerary.
5. Book and/or confirm all logistics such as rental cars, FBOs, fuel, catering, crew hotels, etc.
6. Provide crew with flight support as needed dealing with any changes in schedule, airport diversions, weather, and customer logistics.
7. Review and enter all details of flight and receipts and issue invoice.
8. Apply all ATS standard operating procedures and safety protocols to every facet of role.

Desired Traits:

1. Provide the highest level of customer service and professionalism at all times.
2. Ability to remain calm and act with integrity in fast-paced, high pressure situations.
3. Exceptional attention to details and following processes.
4. Anticipate the needs of customers and pilots in a very fluid environment.
5. Collaborate with other members of the sales team in passing on information of quotes and flights in progress.
6. Organized, proactive, and disciplined

Desired Qualifications:

1. Experience, interest, or desire to learn about aviation. Command of military time and aviation alphabet.
2. Sales and/or customer service experience
3. Fluent in software such as Outlook, Word, Excel, Quickbooks, and Schedaero.
4. Excellent verbal and written communication skills



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5. Strong strategic, analytical and problem solving skills
6. Ability to work independently with minimal to no supervision
7. Knowledge of FARs in regards to part 91 and part 135 operations a plus.
8. FAA dispatch license a plus
9. FAA certified weather observer a plus

Benefits:

1. Health insurance with 50% of plan paid for by company
2. Dental and vision insurance available
3. 401K after one year of service
4. Paid vacation
5. Flexible schedule with the ability to work from the office, home and on the go
6. Dynamic and engaged company culture focused on people and core values

Salary:

- Competitive and commensurate with experience