



Job Description
Flight Coordinator / Flight Sales
Salary
Exempt

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. Although activity is primarily between 6:00am and 9:00pm, the ATS Flight Operations Team shares availability to accommodate calls, emails, and texts 24 hours a day, 7 days a week, 365 days a year. This role requires motivation, a desire to learn, dedication, high-energy and a 'can do' attitude. It is anticipated that fully learning this position will require 12 – 18 months of on-the-job mentoring.

Essential Duties & Responsibilities:

1. **A rotation of office hours, as well as evening, weekend, and holiday rotation will be required and a shared responsibility within the department. Participation in schedule rotation is a mandatory requirement for this role.**
2. Develop an expert knowledge and understanding of our fleet of aircraft, other aircraft in the charter market, and Federal Aviation Regulations.
3. Gather all trip information from customer, owner, or broker to generate quotes while managing a high volume of phone calls and emails.
4. Verify all details of a planned flight such as passenger count, luggage / cargo weight, and crew availability to be able to create an itinerary.
5. Book and/or verify all logistics such as rental cars, parking locations, fuel, catering, crew hotels, etc.
6. Provide crew with flight support as needed dealing with any changes in schedule, airport diversions, weather impacts, and customer logistics.
7. Generate invoices and communicate with internal accounting staff to verify payments.
8. Review and enter flight information for tracking by maintenance and accounting teams.
9. Apply all ATS standard operating procedures and safety protocols to every facet of the role.

Desired Traits:

1. Provides the highest level of customer service and professionalism at all times.
2. Ability to solve problems and act with integrity in fast-paced, high-pressure situations.
3. Exceptional attention to detail and following processes.
4. Anticipates the needs of customers and teammates in a dynamic environment.
5. Collaborates with other members of the team to communicate vital information.
6. Organized, proactive, and disciplined.
7. Ability and willingness to share workload during evenings and weekends.



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Desired Qualifications:

1. Experience or desire to learn about aviation
2. Sales and/or customer service experience
3. Fluent in software such as Outlook, Word, Excel, Quickbooks, and scheduling software
4. Excellent verbal and written communication skills
5. Strong strategic, analytical and problem-solving skills
6. Ability to work independently without supervision
7. Knowledge of aviation regulations is preferred

Benefits:

1. Health insurance with 50% of plan paid by company
2. Dental and vision insurance available
3. 401K after one year of service
4. Paid vacation after one year of service
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
- Opportunity for substantial income growth potential