



JOB POSTING

FLIGHT COORDINATOR / FLIGHT SALES

Aero-Tech Services, Inc.
22E East Roseville Road, Lancaster PA 17602

Aero-Tech Services, Inc. is an established and growing aviation company providing Private Air Charters, World Class Flight Instruction, and Aircraft Maintenance & Management. Based at the Lancaster Airport (LNS), ATS' expanding fleet of charter aircraft including Learjet45s and PC-12s provide travel solutions throughout the continental United States, Canada, and into the Caribbean.

Job Overview:

Position: Charter Flight Coordinator / Flight Sales
Job Type: Full-Time
Hours: Rotation of shifts including days, evenings/nights, weekends, and holidays.
Location: Lancaster/Lititz Pennsylvania with some shifts available for remote work.

The Flight Coordinator is responsible for generating and responding to air charter inquiries quickly and accurately creating quotes, scheduling trips, and coordinating logistics for owners, clients, and flight crew.

The team works via office hours, from home, and on the go. 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 via a rotating schedule. 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.

Ideal traits for this role are someone who:

- Is a team player and likes to collaborate
- Is passionate about growing personally and professionally
- Is a problem solver who can respond with integrity in a fast-paced environment
- enjoys puzzles and strategy games
- is a good listener and a good communicator
- can manage a flexible schedule
- enjoys hospitality, sales, travel and/or building relationships with clients
- is a natural with technology, especially Office 365 software such as Outlook, Word, Excel, and Teams, mobile devices, apps, software, and typing
- has previous experience in air charter sales, part 91 and part 135 scheduling and an understanding of the dynamics of the air charter industry preferred but not required.
- Strong personal values corresponding with Aero-Tech's values of Integrity, Relationships, Trustworthy, and Service.
- Able to lift and carry 15 pounds.
- Has a valid driver's license and reliable transportation and is able to work from the ATS office in Lancaster and/or Lititz, PA.
- Must be able to pass pre-employment background and criminal history checks as well as recurring TSA screenings.

Main Responsibilities:**Charter Sales**

- Develop an expert knowledge of our fleet of aircraft, other aircraft in the charter market, and Federal Aviation Regulations for part 135 and 91 operations.
- Gather trip information from clients, brokers, or owners and quickly generate quotes, process sales, arrange logistics, and update changes while managing a high volume of emails and phone calls.
- Grow in knowledge and application of sales strategies and aviation operations.
- Build relationships with clients, brokers, vendors, and crew.

Trip Logistical Service

- Maintain exceptional customer service and communication with clients, brokers, owners, crew, vendors, and staff and quickly answer all questions and concerns.
- Verify and schedule all details of planned flights including, flight itineraries, passenger information, luggage/cargo descriptions, aircraft, and crew availability, airport/FBO suitability and costs, ground transportation, parking locations, catering, after hours service, customs, and additional services.

Crew Support

- Manage communication of all preflight and changing trip information with crew.
- Assist with operational details to support pilots in preparation for and during flights as well as reserving crew accommodations, ground transportation, commercial travel, and other related tasks.

Contribute to the ATS Team

- Live out ATS core values of Integrity, Relationships, Trustworthy, and Service both personally and professionally
- Be mindful of how your actions, attitudes, speech, and body language can be used to encourage, build others up, and promote the wellbeing of clients, passengers, crew, vendors, and staff.
- Seek to grow in knowledge, understanding, responsibility, and capability for the sake of personal, professional, team, and company advancement.
- Pursue effectiveness in all aspects of the role, efficiencies wherever possible, while building healthy interpersonal relationships.

Education and Training:

- Bachelor's or associate degree or equivalent experience preferred, high school diploma or GED required.
- Training or experience in aviation, sales, or customer service welcomed.

Compensation:

- Competitive and commensurate with experience, opportunity for substantial income growth potential.

Benefits:

- Health insurance with 50% of plan paid by company, dental and vision insurance available.
- Paid vacation, 401k after one year of service, Cell phone reimbursement.
- Employee flight instruction and rental benefit.
- Flexible schedule with office shifts, and other shifts from home and on the go.
- Dynamic and engaged company culture focused on people and core values.

Work Location:

- Lancaster, PA 17601 / Lititz, PA 17543: Reliably commute or plan to relocate before starting work.
- Day shifts are in person at office location, evening and weekend shifts may be remote with reliable internet connection.

Please send resumes and cover letters to jobs@aerotechservices.com

Full job description available upon request.