

Full-time Flight Coordinator Position

Job Description:

The primary duty of the Flight Coordinator is to prepare trip itineraries for flight crews, while coordinating all the necessary logistics that are associated with a trip. The Coordinator must have a strong knowledge of aircraft scheduling parameters, including (but not limited to) aircraft limitations, time zone changes, crew duty and rest limitation, overflight and landing permit requirements, airport curfews, over-flight exemptions, US Customs requirements such as general declarations, APIS submissions and so on. Flight Coordinators are responsible for ensuring timely and accurate schedule communication to crew members and maintenance technicians. As well as providing clients with the highest level of customer service.

Job Duties:

Monitors the status of all planned flights and flights in progress from the point of origin to final destination (flight following)

Ensures all ground handling, deicing, fuel, landing/departure slots and landing/overfly permits are in order before releasing a flight.

Identifies, anticipates and takes corrective action to minimize actual/potential delays due to scheduling operations, crew legality and maintenance issues.

Advises appropriate personnel of potential/actual delays and conditions affecting safety of flight.

Responsible for crew logistics, arranging/coordinating crew ground transportation and hotel accommodations.

Review, prepare and submit post flight expense reports.

Responsible for passenger logistics, ensuring that passengers' ground transportation, catering and other requests are taken care of.

FBO selection and database upkeep, coordinate catering requirements and other passenger requirements with the FBO.

Required to ensure that flights are authorized and dispatched as per Anderson Air policy, regulatory requirements and client requests.

Safe, efficient and regulatory compliant practices.

Responsible for quoting all incoming client charter requests.

Duties associated with the Emergency Response Plan as assigned by the VP and Operations Manager.

Requirements:

Basic High School Diploma.

Preferred 5 years of experience in corporate flight operations or other industry related position.

Customer service experience- Able to communicate with people sensitively, tactfully, diplomatically and professionally at all times.

Must have ability to work flexible schedule. This includes evenings, weekends and holidays.

Work in a fast paced 24/7 environment of business aviation, requiring non-standard work hours and on call response.

Strong organizational skills- detail oriented, ability to prioritize and be proactive.

Ability to work under pressure with minimal supervision.

Flexible, able to deal with change.

Strong attention to detail.

Working Conditions:

This full time position requires on site office duties and after hours dispatching from home.

This position offers a rotational schedule with on-call responsibilities.

Salary will be determined based on experience related to this position.

Applicants must be legally able to work in Canada.