



Job Title: Charter Flight Coordinator	Department/Shop: Charter Department
Reports To: Charter Director of Operations	Location: Missoula, MT
Supervisory Position: No	Travel Required: Yes, Limited

Position Summary: This position is responsible for all coordination, scheduling, and support of the charter flights while growing the department’s clientele.

Essential Responsibilities:

- Receive and generate quote requests via email/phone while delivering exceptional customer service.
- Coordinate with department management for aircraft and crew for availability.
- Interact with customers and brokers with potential and scheduled flights.
- Process charter invoices and assist with month end accounting and account receivables.
- Manage Airplane Manager web based scheduling program.
- Maintain current and explore new charter contacts, brokers, and customer opportunities.
- Interact effectively as a team member.

Additional Job Duties and Responsibilities:

- Manage AR/GUS account.
- Manage Charter general email account.
- Oversight of Charter website.
- General office duties and account/subscription oversight.

Knowledge, Skills, and Competencies:

- Ability to think analytically and be a problem solver.
- Ability to communicate effectively with customers and co-workers in a courteous and professional manner.
- Ability to work in a fast-paced environment with fast changing priorities.
- Knowledge of industry software such as Airplane Manager and Framemaker.
- Assertive drive to win clients/accounts.
- Possess excellent attention to detail and time management skills.

Qualifications:

Any combination equivalent to the following would provide the required knowledge, skills and abilities needed to qualify.

- High School Diploma or Equivalent Certificate.
- Formal education (such as bachelors) of aviation industry, business or related.
- Commitment to the mission and vision of Neptune Aviation Services Inc.
- Proficient with the Microsoft Office suite of products (Word, Outlook, Excel, etc.).
- Three to Five (3-5) years of aviation specific experience in passenger charter or corporate aviation operations such as sales, flight brokering or flight department coordination.
- Ability to maintain strict confidentiality involving client aircraft operations and when dealing with sensitive or security issues.
- Account management experience.



Physical Requirements and Working Conditions:

- Flexibility to work a non-standard schedule, which may include after typical business hours and travel.
- Regularly required to move about campus facilities.
- Required to sit and use computer and various office equipment for extended periods.
- Regularly lift and/or move up to 10lbs and occasionally lift and/or move up to 50lbs.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.
- May be exposed to noisy environments when outside of campus buildings.

Additional Information:

This job description is not intended to be all – inclusive, and the employee will also perform other reasonably related duties as assigned by immediate supervisor/management to fulfill job function or as deemed necessary. Neptune Aviation Services Inc. reserves the right to revise or change position responsibilities as the need arises. This description does not establish a written or implied contract of employment.

Employee Signature: _____

Date: _____

Company Representative Signature: _____

Date: _____

Please send resume to employment@neptuneaviation.com