

Job Description

Job Title: Administrative Officer/Dispatch

Reports To: Operations Manager

Prepared Date: June 3, 2018

SUMMARY

As a member of the administration department and flight operations, this highly demanding position requires accuracy and attention to detail. The position contributes to the efficient execution of administrative duties and accurate planning, organization, monitoring of flights, and client/crew requirements. Organization, accuracy, effective communication and the ability to work with clients and crew are critical.

Key Responsibilities:

- Assume responsibility over all passenger requirements including check-in, boarding security, flight commissary and comfort items as requested by clients.
- Organize charters and make all necessary bookings (hotels, cars. Notifying FBO's, etc.)
- Follow all aircraft to ensure they arrive at their destination.
- Ability to calmly in act the flight disaster process should flight/arrival issues occur.
- Ensure crew trip packs and manifests are accurate and sent to appropriate parties.
- Effectively communicate with senior flight and administration personnel.
- Working closely with the Senior Administration Officer, provide support with various accounting and reception duties as required.
- Other duties as assigned.

COMPETENCIES

- Clear and concise written and oral communication skills.
- Demonstrated problem solving and analytical skills.
- Ability to work in an extremely demanding environment.
- Demonstrated interpersonal skills and ability to work in a multi-faceted team environment.
- Demonstrated experience with social media as it relates to a business environment.
- Demonstrated knowledge with business and aviation related technology.

EDUCATION and/or EXPERIENCE

As a multi-faceted position, a Diploma in accounting or a combination of experience and recognized courses in business would be required. Aviation and agricultural related training or experience would be beneficial.

Previous experience working with clients from private, public and government sectors.

