

KING AIR CREWMEMBER JOB DESCRIPTION

West Coast Charters, Inc. is an “on demand” aircraft charter and management company providing superior customer service to our aircraft owners and customers. This requires all employees to have a full understanding of the goals and expectations of the owners and other employees of the company. Crewmembers have direct contact with our aircraft owners and customers and consequently have the most direct opportunity to deliver the exceptional service West Coast Charters stands for.

West Coast Charters’ expectations of its crewmembers are based on this commitment to deliver exceptional service. All of the following are required to accomplish our mission.

Safety: Safety is paramount and will not be compromised under any circumstances. All other considerations including completion of the trip and customer desires are secondary. Expectations of West Coast Charters crewmembers as regards to safety are at minimum:

- Ensuring that preflight and post flight inspections are performed and that the aircraft to be used has completed all required maintenance and all required safety equipment is aboard and functional.
- Studying weather conditions at the departure point, destination, along the proposed route, and at alternate airports. Checking other available information as necessary including NOTAMS.
- Verifying that all navigational charts and FMS databases are current and will remain current throughout the flight assignment, prior to departure.
- Ensuring compliance with all Federal, State, Local and foreign regulations as well as the policies and procedures specified in West Coast Charters’ Operations Specifications, General Operations Manual and Standard Operating Procedures (SOPs).
- Making decisions as necessary to start, delay, or cancel flights and deviate from a planned route or destination when operating conditions dictate while keeping the passengers and scheduling informed.
- Verifying sufficient fuel is on board to accomplish the mission, including adequate reserves.
- Reviewing performance charts to confirm safety margins and calculating the aircraft weight and balance.
- Using checklists and Standard Operating Procedures.
- Getting sufficient rest prior to reporting for duty.
- Advising the Chief Pilot of **any** medications being used including non-prescription drugs.
- Using best professional judgment in considering all the factors that may affect the safe completion of a proposed flight. Choosing only a course of action that can be guaranteed to produce a successful outcome.

Customer Service: West Coast Charters is committed to providing superior customer service to our customers from the moment they arrive at the airport to the time they leave for their destination. In order to achieve this crewmembers are expected to:

- Arrive at the airport at least on hour in advance of the scheduled departure time.
- Ensure that the aircraft is clean and prepared for the flight with all provisions on board for the safety and comfort of the passengers.
- Dress in a professional manner, in accordance with the Dress Code Policy.
- Proactively inquire into the needs of the customers and request feedback.
- Pass on customer feedback to West Coast Charters and fellow crewmembers.
- Check with the Scheduling Department to determine is any special requests have been made and if so make sure they have been or will be fulfilled.
- Maintain the highest level of discretion and confidentiality in regards to the privacy of all passengers at all times.
- Act with tact and decorum at all times when representing West Coast Charters.
- Advise the destination FBO, at least 10 minutes before arrival, of your ERA and confirm any transportation or other arrangements for the customers.
- Anticipate the possibility of changes in the weather, schedule, itinerary, etc. and be ready with alternate choices for the customers.

Operational Responsibilities: In addition to the above, West Coast Charters expectations of its crewmembers include, but are not limited to:

- Acting as Second in Command on West Coast Charters flights.
- Maintaining communication with the Scheduling and Maintenance departments.
- Treating other West Coast Charters employees with courtesy and respect.
- Meeting the response time requirement from call up to airport (see below).
- Performing noise abatement procedures when necessary.
- At the conclusion of the flight, completing all required paperwork neatly and accurately, post flight inspecting the aircraft flown and notifying the appropriate personnel (i.e. Maintenance, Scheduling, Director Of Operations, Chief Pilot) of any pertinent information including, but not limited to, airworthiness or M.E.L. items/limitations.
- Handling periodic requests from the scheduling department to further our commitment to superior customer service.
- Maintaining an Operations Manual to include flight, maintenance and pertinent company policies.
- Being thoroughly familiar and complying with West Coast Charters policies, procedures and pertinent operating manuals, as well as the FAR's, AIM, and publications as appropriate to the aircraft and the operational assignment.
- Assisting the office, when necessary.
- Attending pilot meetings, based on flight schedule.
- Maintaining high morale at West Coast Charters through an awareness of other employee's expectations and goals through the open communication of ideas.

Please send cover letter and resume to jobs@wcas.aero