



Charter Coordinator

Duties and Responsibilities

Duties & Responsibilities:

- Primary responsibility is to book charter sales and administer contract paperwork
- Secondary responsibilities are to provide support services to sold trips and to actively source affiliate lift if necessary in support of shares members, charter trips and owner trips including dispatching responsibilities
- Responsible for the preparation, coordination, and communication of all applicable flight logistic including such items as hotel reservation, ground transportation, catering, over-flight permits, runway analyses, trip itineraries, FBO and ramp reservations, etc.
- Answer incoming calls and emails to prepare charter quotes for customers
- Proactively follow up with customers via phone and email
- Propose and negotiate charter pricing to clientele and present opportunities
- Promote internal fleet and expand on in-house opportunities such as fleet pass and shares program
- Maintain a thorough knowledge of fleet availability and efficiency including empty legs
- Proactively manipulate and rearrange empty legs to avoid unnecessary reposition legs to home base
- Quote trips on managed aircraft, as well as owner-generated charters and variable shares trips
- Proactively manipulate and rearrange empty legs to avoid unnecessary reposition legs to home base
- Collaborate with team members to produce the best possible outcome for the customer in order to book charter trips while generating revenue for the organization
- Establish long-term, ongoing repeat relationships by building rapport with customers
- Develop and maintain a fluid network of charter users
- Meet established sales and revenue goals that will be set by the Company and may change from time to time
- Conform to standard operating procedures for sales as established by the Company
- Comply with credit risk management procedures as established by the Company
- Analyze the most cost effective measures in moving fleet to generate the most revenue
- Identify and drive sales revenue opportunities
- Analyze and make decisions that could significantly make a financial impact (negatively or positively) on the organization
- Resolves customer requests, questions and concerns, which frequently require analysis of situations to determine best use of resources
- Maintains a continuous follow-up on all trip details and arrangements. Maintains communications with the crew and passengers as necessary regarding the status of trip details
- Assign crew to trips in conjunction with Chief Pilot/Director of Operations
- Perform international arrangements which may include: customs, handling and over flight exemptions
- Coordinate with crew to plan efficient technical stops, customs clearances and aircraft logistics (de-icing, hangar rentals, etc.)
- Ensure all crewmembers are accurately briefed and/or re-briefed of any and all duty assigned by West Coast Charter Services/KMR in accordance with the Operations



- Manual, General Operations Manual, Company Operations Specifications, Company Policies and Procedures, Federal Aviation Regulations, and department guidelines
- Exercise Operational Control of all West Coast Charter Services/KMR flight activity; ensure that all appropriate Company and regulatory requirements are met for each flight before trip authorization
 - Ensure that the safety and legality of each flight is accurately met
 - Ensure required trip sheets and all other required trip documents are sent to and received by the appropriate crewmembers
 - Ensure all required customs, immigration, international handling requirements, or foreign government regulations and requirements are met for every flight segment
 - Responsible for the accurate and timely flight following for the fleet and any supplier providing lift and the efficient dissemination of such information to all Internal and External Customers to include but not limited to: Charter, Logistics, Maintenance, Accounting and all other interested parties
 - Responsible for obtaining, monitoring, tracking, and disseminating any operational restriction to daily operations including, but not limited to: NOTAMs, TFRs, noise restrictions, FBO hours of operation, and airport capabilities
 - Responsible for proactively monitoring weather and air traffic control status and any other possible schedule interruption to include but not limited to: Charter, Logistics, Maintenance, Accounting and all other interested parties as necessary
 - Coordinate and arrange all trip logistics for crew and passengers as required including, but not limited to, catering, hotels, ground transportation and airline services
 - Ensure all crewmembers and trips are scheduled in accordance with the FARs, General Operations Manual, department guidelines, and Company policies and procedures
 - Create, update, and archive FOS records, including, but not limited to, aircraft, company, passenger, vendor, personnel and documents
 - Be willing to travel on company business to meetings or sales events
 - Demonstrate work schedule flexibility as needed to ensure adequate coverage of sales team
 - Perform other duties and/or special projects as assigned by the Manager of Charter Sales or higher authority
 - Must be highly knowledgeable of the General Operations Manual, FAA and International Regulations, Company Operations Specifications, Company Policies and Procedures, and other pertinent information relating to duties
 - Perform other duties as assigned by the VP of Flight Operations, Charter/Shares/Logistics Manager, Director of Operations, Chief Pilot or higher authority

Knowledge, Skills & Abilities:

- Excellent written and oral communication skills
- Experience selling to the affluent and/or selling luxury products/services
- Expert negotiating capabilities and strong closing skills
- Ability to work a flexible schedule, which may include nights, weekends, holidays and on-call/afterhours
- Demonstrate a high level of self-motivation and a willingness to continually learn
- Ability to work as part of a close team as well as independently within the unit
- Familiarity with FAA Regulations and general aviation flight operations
- Strong interpersonal communication skills
- Competence in Microsoft Office application
- Familiarity with FOS/FlightPak



- Ability to effectively interact with all levels of the Company and its customers
- Strong attention to detail, organizational and time management skills
- Ability to maintain the confidentiality of sensitive information
- Self-motivated and independent problem solving ability
- Ability to coordinate and work on multiple projects at once
- Ability to work with frequent changes in procedures, directions and outcomes
- Ability to work flexible, non-standard hours and on-call shifts as required

The company offers a salary to commensurate with experience, and an excellent benefits package to include medical, dental and vision, and 401(k). This position is based in KSNA. No relocation is being offered. WCAS is an equal opportunity employer.

Please email your resume and salary requirements to: Jobs@wcas.aero

No agency solicitations please.