



DB Aviation
Luxury in Motion

Charter Scheduler

POSITION:	Charter Scheduler
LOCATION:	Waukegan, IL
DEPARTMENT:	Flight Operations
SHIFT HOURS/DAYS:	Full Time
REPORTS TO:	Charter Manager

POSITION SUMMARY

Under limited supervision, this position performs activities associated with scheduling and coordinating Charter trips in compliance with FAR 135 and 91 regulations; quoting, booking and arranging concierge services associated with Charter trips and assisting in customer follow up activities.

PRIMARY RESPONSIBILITIES

This position will perform all aspects of the Charter scheduling function and assist other schedulers with the following:

- ✦ *Customer Assistance*– Direct customer contact which includes explaining how charter services work; provides quotes and additional costs; guides customers to the appropriate aircraft (aircraft selection meets both customer's needs and satisfies Company aircraft hours goals, sells empty legs; sets arrival/departure times; orders catering and other concierge services; reserves ground transportation for customers and crew; arranges hotel accommodation; notify airports of incoming aircraft; provides trip itineraries for customers, maintenance personnel and crew members; checks passenger names with TSA, and provides customers with trip confirmations when booking is complete. Follows up with customers to ensure their trip exceeded their expectations.
- ✦ *Crew Scheduling* - Schedules aircraft and crew to produce the most cost efficient results; assigns crew members to charter trips ensuring compliance with FAR 135 and FAR 91, ensures that pilot duty days and rest periods comply with legal regulations. Communicates daily with maintenance department regarding aircraft availability.
- ✦ *Sales* - promotes company sales objectives (i.e., sells empty legs, communicates promotions and follows up with customers). May be assigned to follow-up on quotes that did not confirm and identify reason for lost revenue.
- ✦ *Owner Assistance* – Answers owner's questions regarding status of their aircraft, works with owner's assistant/staff on behalf of owner to plan owner trips, arranges catering, ground transportation and pilot and owner lodging.

- *Securing Payment* – Following approved procedures, and keeping abreast of changes to the open account and hold listings generated by the Credit department, incumbent is responsible for securing and applying the appropriate payment avenue, i.e., securing credit card approval or using an open account. Confirms trip expenses before invoicing customer.
- *Department Filing* – Assists with the filing of customer/owner trip information and updates files as appropriate.
- Follows department procedures and performs miscellaneous duties, as assigned.
- Performs job guided by standardized and coordinated procedures used by all Schedulers to meet DB Aviation, Inc. standards.
- Maintains and ensures that record keeping is complete, accurate and timely. Consistently performs all duties and activities to meet Part 135 requirements.
- Builds and maintains good working relationships with customers, Flight Operation staff and Charter scheduling personnel.
- Holds self accountable to perform duties consistent with DB Aviation's Presidential Service standards, guided by our Core Values of Integrity, Customers, Initiative, Continuous Improvement, Dignity and Respect and Having Fun.

QUALIFICATIONS/REQUIREMENTS

- College education or equivalent. Previous experience charter scheduling experience required. Dispatcher's License, desirable.
- Knowledge of general charter operations; scheduling; ability to identify aircraft specifications (i.e., number of seats, etc.); and a strong understanding of aircraft performance data, aircraft documentation, and country entry requirements desirable.
- A "can-do" attitude, strong interpersonal skills and the ability to work well alone and as part of a team are critical to success in this position. Maintaining a constant, pleasant demeanor and a high level of professionalism is key as this position interfaces heavily with customers and other DB Aviation departments.
- Previous general office experience required. Exceptional customer service skills, telephone manners and proper command of the English language required. Must possess good written and verbal communication skills.
- Basic mathematical and analytical skills required. Must be extremely detail-oriented and adept at multi-tasking.
- Must possess computer and general office skills (i.e. familiarity with windows environment and database concepts). Experience using FOS/NT highly desirable.
- Must possess above average problem-solving skills and judgment capabilities as well as the ability to work well under pressure, juggle tasks and appreciate deadlines.
- Must be willing to work longer than normal hours, if necessary.