



LUXURY IN MOTION

Charter Scheduler

POSITION SUMMARY

Under limited supervision, this position performs activities associated with scheduling and coordinating Charter trips in compliance with FAR 135 and 91 regulations to include 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*–
 - Directing customer contact which includes explaining how charter services work,
 - Providing quotes and additional costs,
 - Guiding customers to the appropriate aircraft (aircraft selection meets both customer's needs and satisfies Company aircraft hours goals,)
 - Selling empty legs,
 - Setting arrival/departure times,
 - Ordering catering and other concierge services,
 - Reserving ground transportation for customers and crew,
 - Arranging hotel accommodation,
 - Notifying airports of incoming aircraft,
 - Providing trip itineraries for customers, maintenance personnel and crew members,
 - Checking passenger names with TSA,
 - Providing customers with trip confirmations when booking is complete, and
 - Following-up with customers to ensure their trip exceeded their expectations.
- *Crew Scheduling* –
 - Scheduling aircraft and crew to produce the most cost efficient results,
 - Assigning crew members to charter trips ensuring compliance with FAR 135 and FAR 91, ensuring that pilot duty days and rest periods comply with legal regulations, and
 - Communicating daily with maintenance department regarding aircraft availability.
- *Sales* –
 - Promoting company sales objectives (i.e. selling empty legs, communicating promotions and following up with customers), and
 - May be assigned to follow-up on quotes that did not confirm and identify reason for lost opportunity.
- *Owner Assistance* –
 - Answering owner's questions regarding status of their aircraft,
 - Working with owner's assistant/staff on behalf of owner to plan owner trips, and
 - Arranging catering, ground transportation and pilot and owner lodging.

- *Securing Payment* –
 - Seeking appropriate payment prior to trip,
 - Ensuring proper and acceptable credit standing, and
 - Confirming trip expenses before invoicing customer.
- *Department Filing* –
 - Assisting with the filing of customer/owner trip information and updates files as appropriate.
- *Record Keeping* –
 - Maintaining and ensuring that record keeping is complete, accurate and timely and
 - Performing all duties and activities to meet Part 135 requirements.
- *Relationship Cultivation* -
 - Building and maintaining good working relationships with customers, Flight Operation staff and Charter scheduling personnel.
- *General*
 - Holding self accountable to perform duties consistent with DB Aviation’s Luxury in Motion service standards, guided by our Core Values of Integrity, Customers, Initiative, Continuous Improvement, Dignity and Respect and Having Fun and
 - Following department procedures and performs miscellaneous duties, as assigned.

QUALIFICATIONS/REQUIREMENTS

- College education or equivalent (advanced skills and experience gained through performing the functions of this position for any employer), required. Previous charter scheduling experience strongly preferred. Dispatcher’s License, desirable but not required.
- 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 independently 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 Microsoft Office skills (i.e. familiarity with Microsoft 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.
- Must be willing to work flexible hours.