

**Flight Dispatch/Customer Service Rep.
Embry-Riddle Aeronautical University**

Direct Link: <https://www.AcademicKeys.com/r?job=134250>

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Posted Dec. 2, 2019, set to expire Mar. 31, 2020

Job Title Flight Dispatch/Customer Service Rep.

Department

Institution Embry-Riddle Aeronautical University
Daytona Beach, Florida

Date Posted Dec. 2, 2019

Application Open until filled

Deadline

Position Start Available immediately

Date

Job Categories Classified Staff

Academic Field(s) Facilities/Maintenance/Transportation

Apply Online Here <https://embryriddle.taleo.net/careersection/002/jobdetail.ftl?job=190697>

Apply By Email

Job Description

The Flight Training Department at the Daytona Beach Campus is currently accepting applications for a full-time Flight Dispatcher/Customer Service Representative. This position requires customer service experience and a positive attitude toward student/customer satisfaction. This position may include day and evening shifts, weekends and holidays. This position works four 10-hour days per week. If interested, please apply online and attached a current resume/CV.

The primary focus of this position is to operate several support functions associated with flight course activities, including dispatching, data collection, flight following, customer service and controlling the flow of fleet aircraft for maintenance both scheduled and unscheduled, along with line service and ramp security.

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Duties and responsibilities include:

Operate the interface between flight dispatching and the control of aircraft maintenance to maximize aircraft availability.

Collect and accurately record data from flight activities and oral room assignments to insure proper billing and to facilitate scheduling of fleet maintenance daily.

Provide a high level of customer satisfaction and maintain a department image appropriate to ERAU as the leader in Aviation Education.

Assist in insuring the inspection programs are complied with and repairs are properly documented before aircraft are dispatched.

Assist in flight following of all ERAU aircraft while engaged in flight to insure all aircraft can be accounted for at any given time and to help coordinate the logistics for aircraft problems away from home base.

Provide training and coordinate the activities of the Student Employee labor force supporting flight operations and customer service requirements.

Perform scheduling operation after normal scheduling hours.

Maintain hardware on ramp to ensure aircraft security. Conduct ramp inspections to remove foreign object debris.

Perform other duties as assigned

Qualifications

Applicants must have a minimum of a high-school diploma or GED, and must be able to pass both a university background investigation (to include a motor vehicle background check) and a Daytona Airport security check to allow for ramp access. Applicants must meet requirements to drive university vehicles, including transport vans and golf carts.

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The ideal candidate will have a minimum of two years' experience in customer service; flight operations experience preferred. Proficiency in Microsoft software is required; i.e. Word, Excel, PowerPoint, Outlook, etc. Excellent communication skills with a focus on customer satisfaction is a must. Multi-tasking is required.

Contact Information



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Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

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