

# Coastal Helicopters: Dispatch

**Who WE Are:** With over 1 million visitors each year, the summer months in Juneau, Alaska become a bustling destination for travelers and thrill seekers. Coastal Helicopter excitedly shares our unique “pathway to adventure” with those looking to venture off the beaten path - this includes YOU! We are searching to invite passionate, hardworking employees to our team. Whether this is your first time headed north to the Last Frontier or you’ve been in the industry for a while, there’s a place for you! So come take off with us this summer and have an adventure of a lifetime, right along with our guests.

**Who YOU Are:** The dispatch role is not considered “entry-level” but rather one for experienced individuals looking to further develop skills within a supportive team environment. The dispatch role is complex in nature and requires the ability to manage multiple moving components within daily operations simultaneously and much coordination between various roles. Dispatchers should be assertive in temperament (comfortable directing others) and be forward-thinking. Dispatchers should also be:

- Punctual (timely; arrive to work dressed and ready for success)
- Mature (self-disciplined; can manage time/tasks with minimal supervision)
- Able to handle a floating daily schedule and can prioritize multiple tasks with floating deadlines
- Work well in an ever-changing environment
- Analytically minded (detail-oriented and have operational awareness)
- Commanding and takes initiative (can lead/direct peers)
- Professional in demeanor (excellent verbal and written communication skills)

**What YOU Do:** Dispatchers are under the direction of the Passenger Logistics Supervisor and work closely with: Dock Reps, Drivers, Tour Operations, and Lead Tour Attendants. This is an office role based in the tour office at Coastal Helicopters with the scope of the role including:

- Using the Fareharbor platform to build and manage Drivers' daily schedules; communicating any updates accordingly.
- Generating next day driving schedules by 1200; communicate any changes to staff by 1700
- Updating Bi-weekly Schedule as needed
- Assigning vans and phones to drivers; communicate any vehicle issues to Manager on Duty
- Being in communication with Drivers and Lead Dock Reps regarding any last-minute guest particulars (i.e. Car seats, ADA, etc.)
- Approving van checks completed daily by Drivers
- Flexing into other duties/ responsibilities outside scope of position

## **What YOU Need:**

- 18+ years old
- Driver's license
- Ability to obtain airport badge with driver certification
- Customer service experience
- Logistics coordination or complex scheduling experience preferred
- At least one season of work at Coastal Helicopters or experience with aviation and/or high-volume tourism preferred

## **Job Particulars:**

- Full-time, seasonal (May 1, 2024 through September 30, 2024) - Must be available to work entire season
- 40-50 hours per week (may vary slightly due to inclement weather/ outside peak season)

## **Perks of Working with Us:**

- Being a part of a team that celebrates together often (cookouts, holiday parties, and other fun activities)
- Access to complimentary tours with participating local operators
- Employee Housing Opportunities for full season workers (some conditions apply)
- Monthly Bonus Opportunities
- Up to \$500 travel reimbursement both ways
- Access to our tours for FREE and \$50 seat availability tickets for friends and family