

Coastal Helicopters: Tour Operations Specialist

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 Tour Operations Specialist role is not considered “entry level” but rather one for experienced individuals looking to further develop skills in a supportive environment. This role is complex in nature and requires the ability to manage multiple moving components within daily operations simultaneously and much coordination with other roles. The Tour Ops team works to ensure that the aircraft balances and take off can happen safely in addition to being the primary liaison between base and our Dog Camp operation. Ops personnel are:

- Punctual (timely; arrive to work dressed and ready for success)
- Analytically minded (detail-oriented and have operational awareness)
- Able to thrive in an ever-changing environment
- Empathetic (is able to deliver bad news with kindness and compassion)
- Mature (self-disciplined; can manage time/tasks with minimal supervision)
- Able to manage a floating daily schedule and prioritize multiple tasks with floating deadlines
- Professional demeanor (excellent verbal skills appropriate for an open office space working environment)

What YOU Do: Tour Operations Specialists are based in the tour office at Coastal Helicopter’s and are under the direction of the Tour Operations Supervisor. They work closely with: Lead Tour Attendants, Tour Attendants, and Dispatch. General priorities are:

- Greeting, weighing, and manifesting guests to balance helicopters upon arrival at Tour Office
- Using FareHarbor platform and company software to manifest parties in advance to expedite check-in process
- Tracking fuel and ballast usage; communicating any constraints to Flight Operations
- Updating Flight Ops, Dispatch, Lead Tour Attendant, and Manager on Duty of any aircraft concern or passenger anomalies
- Addressing parties with any issues such as weight restrictions or “split party” requirements
- Managing all communication from Dog Camp regarding provision and crew needs
- Overseeing Dog Camp cargo operations: tracking, loading/unloading; communicating with Lead tour attendant regarding any movement
- Taking payment for merchandise/ restocking merchandise when need be
- Flexing into other duties/ responsibilities outside scope of position

What YOU Need:

- 18+ years old with High School Diploma or GED preferred
- 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 Type:

- Full-time, seasonal (May 1, 2024 through September 30, 2024)
- 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 ticks for friends and family