

Flight School Receptionist/Dispatcher



Job Description

Immediate opening for full time customer service position.

Work Days and Times:

Must have reasonable flexibility to work days/nights/weekends as needed. School operates from 8am-Dark (8pm max) Monday-Friday and 8am-5pm on weekends.

Responsibilities:

Greet pilots and potential new customers at front desk. Handle incoming multi-line phone calls and route. Schedule flights with customers and instructors via phone and/or online computer scheduling. Check-in and invoice customers. Perform admin assistant duties for management. Maintain and update pilot record files. Communicate by radio with aircraft and fueling personnel. Handle and coordinate all customer requests in a timely manner.

Position Requirements:

- Knowledge of basic computer operations and programs.
- Ability to quickly learn and master responsibilities.
- Must have good written and pleasant oral communication skills.
- Ability to absorb, retain, and apply information quickly.
- Excellent attention to detail.
- Ability to successfully multitask.
- Exceptional customer service/relationship skills with an emphasis on enthusiasm and outgoing personality. Skills in handling customer's problems and situations in a win/win manner are a must.

Work Conditions:

- Sitting and standing for extended periods of time.
- Standard busy office environment.
- Business casual dress code.

Training & Experience:

No specific aviation experience required. Will train all aspects of job if you have the necessary and natural customer service greeting and relationship skills.

Company:

Very busy flight school at Paine Field in Everett for the last 25+ years. 25 employees. Great place to work and develop your long term career and life basic skills. Many long term friendships developed. More company information and services available at www.regalair.com.

Benefits:

Full time employees eligible for vacation, sick leave, medical and 401k program.

Drug and Alcohol Testing:

FAA mandated program for this safety sensitive position. Initial drug and alcohol screening for hired employees with continuing random testing program.

Send resume to fly@regalair.com or mail to: Regal Air, 10100 30th Ave West, Everett, WA. 98204