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Job Title: Dispatcher

Reports Directly to: Lead Dispatcher

Location: Seattle, WA (Boeing Field)

Life at Erin Air is...a little bit of luxury meets a whole lot of family and fun! This privately owned company has been around for 40 years and is based in Seattle Washington at Boeing Field with a service facility located in Spokane, Washington. Relationships and Service are key at Erin Air, most of our business is secured via word of mouth among an elite group of individuals whose time is of the utmost value to continue managing their businesses successfully. We exist to service on demand private charter needs as well as to help our aircraft owners successfully maintain and operate their aircraft for continued compliance and charter use.

As a dispatcher, you will...be responsible for the daily oversight of domestic and international flight operations. Recognize operational issues and coordinate department team responses, escalating to Operations leadership as necessary. Assist team members with daily workload and decision-making related to operational considerations. Communicate and coordinate requests and proactively seek to resolve potential operational issues.

Essential responsibilities of an Erin Air Dispatcher are...

- Ensure that daily flight operations follow all applicable FARs, Operations Specifications, company policies and procedures.
- Understand and apply aircraft performance and limitations, crew duty limits, airport operations, and company operations manual requirements and restrictions to make appropriate recommendations of optimal airports and timings to sales and flight crew
- Be knowledgeable and compliant with all standards set forth in Erin Air's General Operations Manual, Opspecs, and all FAA regulatory requirements.
- Assist sales and flight crews with feasibility analysis of new and special use airports
- Review flight bookings and crew assignments to ensure compliance and support quality improvement
- Scheduling flight crew to ensure compliance with company and FAA regulations regarding currency, flight and duty times, including balancing workloads, facilitating a safe operating environment through fatigue management techniques and encouraging a healthy work/life balance
- Oversee weather, airspace, event notifications and operational alerts
- Coordinate with international handlers, government agencies, and officials to obtain overflight/landing permits and slots in accordance with airport operations and regulations
- Monitor phones, JetInsight, and shared electronic communication to ensure timely accomplishment of required tasks
- Participate in, and actively support, the Safety Management System (SMS)
- Follow all safety rules and regulations while performing work assignments and adhere to all policies and procedures as specified in company manuals and as directed in the employee handbook
- Demonstrate strong skills and proficiency with aviation and business software programs
- Perform dispatch brief and debrief with flight crews to share information regarding passenger needs or requests

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- Personally, and professionally, model all aspects of Erin Air company culture - Relationships - Vision - Integrity - Ownership
- Conduct self in the presence of customers and the community to present a professional image of Erin Air, Inc
- Proactively seek and participate in company-sponsored training to develop and advance knowledge base and skill set
- Maintain a positive and professional working relationship with peers, management, and support resources, with a constant commitment to teamwork and exemplary customer service

You will succeed in this role if you...are a self-starter and cooperative team leader who exhibits high levels of interpersonal skill and emotional intelligence and possess strong analytical reasoning and critical thinking skills. You also can solve complex problems and lead in rapidly evolving, dynamic environments.

We require that you...have strong customer service skills and the ability to communicate across various levels internally and externally with our clients and vendors who we partner with to execute our missions. We require that you have a high level of attention to detail and must be able to maintain organization within an environment that requires flexibility to adapt to the demands of private jet charter operations.

- Bachelor's degree or significant work-related experience
- Certified Aviation Manager Certificate (Preferred)
- FAA Aircraft Dispatcher Certificate (Preferred)
- Previous exposure to Part 91, or Part 135, aircraft scheduling
- Familiarity with all aspects of Business and Charter Aviation
- Excellent leadership skills
- Excellent interpersonal, oral, and written communication skills

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with notice.

Starting Salary DOE: \$55,000 - \$65,000

Benefits Provided:

- Medical/Dental/Vision Premiums covered at 100% for employee and 50% dependents
- Eligible for 401K after one year of employment
- Two weeks paid vacation
- Company provided Laptop and Cellphone
- Wellness Benefits