

BSU Aviation - Sentient Jet Internship

Flight Management Associate

Reporting into Senior Manager, Flight Operations

Duties and Responsibilities:

- Guarantee that each flight is conducted with the highest degree of safety, service and in compliance with all FAA, TSA and Company policies or regulations.
- Ensure every flight through ITCH receives a detailed trip review, identification of potential issues, provide solutions and communication plan.
 - Review aviation and aircraft details to include but not limited to, airport analysis, aircraft performance, weather synopsis, NOTAMs review, airport slots and crewing. Answering the questions, is this the best jet for the mission.
 - Review passenger profiles, concessions, history and expectations as well as passenger manifest, luggage, pets, catering and transportation details.
 - Identify, note, communicate and coordinate any potential issues and provide possible solutions.
 - Other areas as directed
- Ensure prompt and accurate communication of all issues and coordination or recovery efforts from notification through sourcing and communication.
- Ensure prompt escalation and communication of all flight exceptions, abnormal situations or irregularities to the FOM or CM.
- Ensure each deviation from the plan activates a Service Report and it is accurate and updated.
- Work closely with Client Management, Charter, and Flight Planning to ensure accurate understanding of client needs, resolve of service failures by vendors, service history and expectations so we can better fulfill client requests.
- Training of new hires to include, application, DFR, day of operations execution, service recovery, weather, ATC, aircraft performance, and other functions as directed.
- Mentoring of assigned operational personnel and oversight of their daily activities.
- Other job responsibilities as directed

Required Skills:

- Passion for providing world class customer service
- Detail oriented with a desire for perfection
- Basic understanding of aircraft types and performance
- Ability to identify all risks associated with a specific trip
- Must have self motivation and the ability to work with little supervision
- Ability to organize, prioritize and multi-task
- Keep up in a fast-paced environment
- Team player with the ability to work cross functionally with multiple departments simultaneously

Prior Experience:

- FAA License or Professional Aviation Training required
- Part 121 or 135 work experience preferred
- BS or comparable degree preferred