

1.0 GENERAL SCOPE OF WORK:

With a meticulous attention to detail, and strategic approach, the Check Ride Coordinator is responsible for the daily coordination and scheduling, of all student pilot and instructor pilot check rides for both, the Deer Valley, and Chandler campus.

To include, but not limited to, input, and modify, as necessary, the applicant schedule in ETA/Talon (scheduling software), ensuring accuracy of pre-determined back blocks, check ride preps, and actual timing of check ride, including any detail specific notes (flight plans) necessary for the applicant, Training Manager, Class Manager, or any other team member related to the applicant.

This position delivers unprecedented customer service by communicating with Designated Pilot Examiners (DPE), Training Managers, Class Managers, and Management, in person, as well as, over the phone.

2.0 ESSENTIAL DUTIES AND RESPONSIBILITIES

- Answer incoming phone calls, contact examiners via phone, text message, or email, and in person, to establish an individualized time frame to schedule applicants for their upcoming check ride.
- Reviews check ride paperwork, ensuring information is accurate
- Ensures best possible customer service by properly educating the Training Manager/Class Manager about the logistics of the examiners request, and any other questions regarding the upcoming check ride.
- Input, and modify as necessary, the applicant schedule in ETA/Talon, ensuring accuracy of pre-determined back blocks, check ride preps, and actual timing of check ride, including any detail specific notes (flight plans) necessary for the applicant, Training Manager, Class Manager, or any other team member related to the applicant.
- Obtain proper approval for schedule changes or cancellations as appropriate
- Follows site-specific protocols and keeps protocol documentation up-to-date to ensure compliance with updates, and/or check ride cancellations, in a timely manner, in response to unforeseen scheduling changes
- Compile reports as required
- Performs examiner file maintenance, updating information and ensuring accuracy
- Perform other related duties and assignments as required

3.0 SKILLS AND QUALIFICATIONS

- Logistical or flight school operations experience preferred
- Excellent interpersonal, listening, written and oral communication skills with the ability to interact with Examiners, Training Managers, Class Managers, as well as applicants in a responsible, professional and ethical manner
- ETA/Talon experience preferred
- Data entry with attention to detail in work output
- Ability to identify problems or potential problems, develop and implement solutions
- Operating knowledge of MS Windows and Office applications (including Word, Excel and Outlook)
- Must be able to work independently with limited direction
- Must be reliable and demonstrate sound judgment and initiative
- Education preferred – High School Diploma or GED

• **PHYSICAL REQUIREMENTS**

- Sits, stands, and walks intermittently throughout the day
- Regularly required to talk and listen to others in person and over the phone
- Frequent use of hands to type, write, handle or touch objects or controls
- Occasionally required to climb, stoop, bend, kneel, crouch, and reach above shoulders
- Occasionally lifts weights up to 20lbs

• **ACKNOWLEDGEMENT OF RESPONSIBILITIES**

I have read and understand the duties outlined in this job description.

Employee Signature

Supervisor Signature

Employee Printed Name

Supervisor Printed Name

Date Signed

Date Signed