



## **ACC Aviation Job Description**

Job Title:	Flight Support Analyst
Location:	Head Office, Reigate
Reporting to:	Corporate Shuttle Manager
Normal Hours:	Part-time: flexible hours with minimum core requirement of 11:00 – 15:00 daily. Occasional shift coverage: morning shift: 05:45-1145 / evening shift: 14:30-20:30

### **ACC Aviation:**

ACC Aviation serves clients across the globe, in all aspects of aircraft charter, leasing, flight management and aircraft interior seat sales and refurbishment.

From scheduled fleet support and emergency response, to executive and group travel, we provide comprehensive solutions through our global resources, delivering flight operations of the highest standard on behalf of our clients and airline partners.

ACC Aviation is proud to have achieved a Top 100 ranking in the Sunday Times International Track Report for fastest growing companies by International sales.

### **Purpose of the Job:**

- To co-ordinate our corporate shuttle operations.
  - To provide operational coordination during the daily transition between existing team shifts, handling passenger and airline requests.
  - To provide back-up cover for shuttle operations holiday and sickness (Occasional cover, not anticipated to be more than 2-3 shifts per month).
  - To ensure monthly KPI & management information is accurately created & delivered on time.
  - To produce invoicing and check financial information for the corporate shuttle flights.
- To manage our company bespoke database.
  - Ensuring data quality and accuracy by monitoring weekly data input.
  - Becoming a 'super user' of the system to provide guidance and training to other staff.
  - Maintaining and coordinating updates to the system & reporting.

### **Main Duties and Responsibilities:**

Duties include but are not limited to;

- Coordinating the ACC corporate shuttle flights on a daily basis,
  - Monitoring flight movements, reporting delays & Issuing catering orders and special requests



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- Dealing with check in, baggage, catering issues and customer complaints
- Issuing programme checks to handling agents & airlines, updating any discrepancies
- To compile monthly, quarterly, half yearly and yearly reports and statistics on the ACC corporate shuttle programmes
- To produce monthly invoices for the shuttle programmes
- Assisting with the management of charter and lease contracts.
- To produce reports and paperwork applicable to your work and support the rest of your team when required.

#### **Accountabilities:**

- Work towards agreed, measurable performance targets and standards.
- Represent the company in a highly professional and competent manner, exercising a reasonable commercial judgement.
- Maintain strict company and client confidentiality at all times.

#### **Skills and Attributes:**

- Outstanding customer service skills
- Professional and polished phone manner and written email communication
- Excellent IT skills with a good knowledge of Microsoft Word and Excel
- A knowledge and passion for aviation
- Precise and accurate data entry, with an attention to detail
- Display a flexible attitude
- Able to prioritise work
- A motivated and focused approach to work
- Smart/professional appearance

#### **What we offer:**

- A competitive salary combined with a performance related bonus scheme.
- Training, mentoring and personal development.
- Quarterly company social events.
- An excellent working environment and strong team working ethos



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