



VACANCY AVAILABLE

Position : Flight Coordinator
Department : Universal Air Evac
Location : Lanseria Airport
Reporting To : Senior Flight Coordinator

Please note that we will be considering INTERNAL and EXTERNAL applications for this position.

KEY PERFORMANCE AREAS

RESPONSIBILITIES

1. Client and other stakeholder communications and liaison
 2. Monitor incoming correspondence
 3. Handle all communications via email, telephone, and messaging applications
 - Information requests and specific mission guidance
 - Mission updates and feedback to clients and internal stakeholders
 - Port Health and VHF process
 - Interactions with Civil Aviation Authorities, customs and airport authorities
 4. Air ambulance and commercial medical escort flight management:
 - Quoting
 - Flight preparation, dispatching, following and receiving
 - Checking NOTAMS, weather and airport availability
 - Obtain necessary flight clearances
 - Float and S&T management and fuel
 - Flight following and FDP monitoring
 - Customs and immigration formalities
 - Documentation audits, checklists, flight billing, permit renewals, 90-day documents and folio admin
 - EFB's, Jeppesen and ASQS updates
 - Destination risk analysis and country guide updates
 - Arrangement of ground ambulances, crew transport and accommodation
 - Arrangement of ad-hoc equipment and blood products
 - Monitor and validate hospital discharges and admissions
 - Review post flight documentation and capture on required platforms
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5. General administration and audits

- Statistics
- Network database management and supplier updates
- Handling updates

PROFESSIONAL

- Be familiar and comply with all UAE's policies and procedures.
- Uphold the professional image of the company as well as his/her own professional integrity while on duty for UAE.
- Ensure all mission related documents are completed and signed prior to departing from the designated base as per relevant SOP/s.
- Ensure he/she is familiar with communication and escalation procedures as per relevant SOP/s.
- Report escalated incidents timeously as per relevant SOP/s.
- Working knowledge of all systems and processes via Microsoft 365.

TRAINING

- Undertake internal training as required
- Maintain his/her certified currency in the required courses.

REQUIREMENTS

- Grade 12 / Matric
 - Excellent interpersonal and customer service skills
 - Excellent English literacy – Read, write, speak
 - A professional telephone and email presence
 - Good problem-solving skills
 - Good geographical knowledge
 - Knowledge of current and political affairs
 - Flight dispatch experience advantageous – air ambulance experience beneficial
 - Strong working knowledge of computer software – Microsoft 365 package
 - Deadline driven and able to work under pressure
 - Able to work accurately and independently
 - Valid South African driver's license and own reliable transport
 - Shift work – some shifts will be working remotely, must have reliable electricity and internet availability
 - Prehospital emergency care or case management experience advantageous
 - Foreign language advantageous – French and or/Portuguese
 - Ensure that he/she can work shifts
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- Be able to get to the office within 40 minutes
- Shift duties will vary between the office and working remotely. In order to work remotely, he/she must always have reliable electrical power and internet connection. If duties are unable to be performed remotely then he/she will be required to work from the office.

If you feel you meet the requirements and would like to apply for this position, please note the following:

Please submit your CV for Consideration: [Click here.](#)

For a list of other available positions: [Click here.](#)

If you do not hear from us within 14 days after the closing date of the advertisement, please regard your application as unsuccessful.

Date Posted: 20 December 2024

Closing Date: 31 December 2024
