



MyFlight HeliTour Coordinator Job Description

About MyFlight Tours: MyFlight Tours is a fast-growing helicopter tour company headquartered in Detroit, delivering unforgettable experiences across the Midwest and beyond, with operations in Maryland, Pennsylvania, Tennessee, and Wisconsin. We're a passionate, high-energy, and customer-focused team with a #1 safety record and zero incidents, working together to create once-in-a-lifetime moments for every passenger.

Job Description: The HeliTour Coordinator is the first point of contact for our guests, delivering a welcoming check-in experience while managing bookings, processing transactions, and guiding customers to the best tour for their needs. This role plays a key part in keeping operations running smoothly by coordinating schedules, handling reschedules and weather delays, and ensuring a clean, organized, and customer focused front desk environment.

- Welcome customers into the airport and direct them into the check-in area
- Collecting information from the customer (Booking #, ID, Credit Card, etc.)
- Explaining the various tour types and packages
- Remaining knowledgeable on our range of tour offerings and packages
- Recommending the best tour for each customer based on their wants and desires to enhance their flight experience
- Ensure the location is not overbooked, doing close outs based on resources available
- Accept and process orders, operating the POS register, resolve refunds, and flight credits
- Assist with weather delays and rescheduling
- Follow opening and closing checklists ensuring that they are followed and maintained
- Promote special sales, offers, and have awareness of discounts or flight add-ons
- Keep a clean and welcoming front desk area for customers

Requirements:

- Strong customer service and communication skills with a friendly, professional demeanor
- Ability to multitask and stay organized in a fast paced environment

- Comfortable handling transactions, POS systems, and basic administrative tasks
- Ability to problem solve quickly, especially during weather delays or scheduling changes
- Availability to work weekends

Location:

MyFlight Tours Detroit, 11745 Conner St, Detroit, MI 48213

Detroit Hours & Schedule:

Monday - Thursday 3:00PM- 8:00PM

Friday 3:00PM- 9:00PM

Saturday 12:00PM- 9:00PM

Sunday 12:00PM- 8:00PM

This is role primarily focused on weekend shifts, with availability required from Friday through Sunday. Team members will have the opportunity to pick up additional weekday shifts as they become available, allowing for more hours based on availability and business needs.

Employees will be expected to arrive one hour prior to the first flight in order to prepare for the customers for the day.

Compensation:

The starting rate for this position is \$140 a day.