



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:

- Availability to work weekends
- 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

Location:

MyFlight Tours Ocean City, 12724 Airport Rd, Berlin, MD 21811

Thursday - Monday 10:00 AM- 7:00 PM

- 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.