



MyFlight Ground Crew 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:

Our ground crew is the heart of the MyFlight Tours experience, welcoming guests, and guiding passengers safely and confidently every step of the way. From coordinating bookings and communicating with pilots to driving sales and preparing daily operations, they ensure every flight runs smoothly, safely, and on time.

- Greet and brief passengers in a friendly and knowledgeable manner
- Ensure that all passengers walk in an orderly and safe fashion to the helicopter
- Coordinate bookings, ensuring that all passengers have the correct tour
- Perform general check-in details when customers arrive for flights
- General sales for new tickets, explaining the various tour options
- Communicate with the pilot and other ground staff ensuring that all flights are in time and coordinated properly
- Explain the safety rules to all passengers prior to their flight
- Help set up the location prior to flights for the day which includes but not limited to: general housekeeping of site, managing MyFlight Portal and preparing packages

Requirements:

- Weekend availability
- Ability to work outdoors in varying weather conditions
- Comfort working in a fast paced, safety focused environment
- Ability to stand, walk, and be active for extended periods

Location:

MyFlight Tours Smoky Mountains, 1101 Winfield Dunn Pkwy, Sevierville, TN 37876

Hours & Schedule:

Monday- Friday 12:00 PM - 8:00 PM

Saturday & Sunday 12:00PM - 8:00PM

Hours are subject to change seasonally.

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.