



***Job Description Title:*** Scheduler

***Division/Department:*** Operations

***Location:*** Miami

***Reports to:*** Scheduling Manager

***Work Schedule:*** Monday through Friday  
Varied Shifts  
Must be able to be flexible and work any time on an as needed basis.

***Exemption Status:*** Non-Exempt

***Summary of duties and responsibilities:***

Schedulers' position is a highly responsible position, maintaining a high level of professionalism at all times. Carries out requests correctly and accurately from all customers, sales and Program Manager for simulators, ground school and other customer criteria.

***Primary duties and responsibilities:***

1. Responsible for customer scheduling to include simulator, instructors, classrooms and equipment in compliance with FAR regulation 142, to produce the greatest resource utilization and revenue
2. Responsible for the scheduling of all instructors for customer training
3. Responsible for scheduling simulator maintenance, engineering, FAA simulator evaluations and simulator standards time
4. Interacts with sales to supply simulator availability and customer schedule/ support
5. Accurately maintains the wall chart/TMS scheduling systems that provides database information for customer billing and instructor pay
6. Aids accounting department in resolving customer disputes regarding simulator sessions on invoices
7. Provides direct customer contact in day to day scheduling environment using telephone, fax, email and in person

***Education, prior work experience, and specialized skill and knowledge:***

Technical Requirements: Must have an Associates degree. Previous scheduling experience in airline industry preferred.

Critical Skills: Must be experienced in Microsoft office especially Excel. Must be highly organized, detail oriented and able to multi-task. Strong customer service skills required. Logistic background will be a plus. You must be able to work in a fast paced environment, while maintaining composure under pressure. Work in a team environment and support cultural diversity. A high level of both written and verbal communication skills required.

***Physical environment/working conditions:***

Office environment. May have some light lifting required up to 30lbs. May require prolonged periods of sitting, standing walking, bending and stooping. May have prolonged phone usage.

***Equipment/machinery used:***

General office equipment.

I have read and understand the duties outlined in this job description.

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Employee Signature

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Supervisor Signature

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Employee Printed Name

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Supervisor Printed Name

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Date Signed

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