

**Position title:**

Admin and Communications Manager

**Company background**

Flight Experience, and our sister company Downunder Pilot Shop, are currently expanding and are looking for new team members to help us grow! We are a dynamic group of companies in the aviation industry:

- **Flight Experience (FE)** is a flight simulation business which mainly operates a fully certified Boeing 737-800 flight simulator for the purpose of entertainment, education and pilot training. We also operate two custom virtual reality military inspired flight sim platforms. The majority of our clients are looking for an entertainment/education style experience where our trained pilots walk them through what it's like to be a commercial pilot operating a large jet aircraft.

Website: [sydney.flightexperience.com.au](http://sydney.flightexperience.com.au)

- **Downunder Pilot Shop (DPS)** is an ecommerce and retail business specialising in all things aviation. Its customer base ranges from pilots to aviation enthusiasts and gift givers. Our key product brands are: Bose, Jeppesen, Boeing, ASA, Flight Outfitters, Van Heusen, Top Gun, Citizen and heaps more.

Website: [downunderpilotshop.com.au](http://downunderpilotshop.com.au)

Downunder Pilot Shop and Flight Experience have recently moved into a new joint location in Ultimo, NSW to create DPS's first Australian retail store and to expand the services of Flight Experience. Both companies have over 15 years of history in Australia and are excited to be expanding post-pandemic. The aviation industry is in a real boom and this presents some great opportunities for our companies and team members.

**Position summary:**

We are looking for a friendly and organised person to manage our front desk operations and to perform a variety of administrative, sales and communication tasks.

As a front desk administrator/manager you will generally be the first point of contact for our clients for both companies. This will include greeting customers in-store, communicating over the phone and responding to emails and other forms of communication. You will also be trained to assist with the retail aspect of the store.

This role would suit anyone with a passion for business and management, and who has at least a minor interest in aviation. This role is a dynamic and developing position with opportunities to grow as the company does. As we are currently a small, dedicated team, this position allows the successful candidate to work closely with the other managers and company owners to learn many aspects of running a business.

- The foundation of this role is managing the front desk operations of the shop, this includes:
  - Customer communication via all forms,
  - Managing bookings and general scheduling,
  - Sales of Flight Experience services and DPS products, both in store and over the phone
  - Provide assistance with the management and development of our social media and other digital channels
- For the right candidate, further training can be provided to assist the company with:
  - Running of simulator experiences
  - Product management for DPS, including on the website, in store and stock ordering.
- If desired, beyond the above, there is opportunity to learn any and all aspects of running a company.

#### **Ideal skills and experience:**

- Professional and enthusiastic phone manner
- Strong communication and teamwork skills
- Excellent written and verbal communication skills
- Experience with POS systems is preferable and willingness/ability to quickly learn and adapt to our systems and processes is essential.
- Ability to problem solve, be proactive and work independently.
- Possesses good organisation and calendar management skills.
- Understanding of social media platforms
- Interest in, or knowledge of the aviation industry is an advantage.
- Willingness to extend to other tasks as required

Company operating hours are currently 10am - 6pm 7 days a week. This role has the flexibility to work any 4-5 days per week on a full time or part time basis.

Remuneration and performance/KPI based bonuses will be discussed with the right candidates and can depend heavily on your background, experience and skills. Rough guide: \$50-\$65k pa.



**To apply:**

Please email your resume and cover letter through to:

[ben.evans@flightexperience.com](mailto:ben.evans@flightexperience.com)

Feel free to also contact us if you have any questions about the role before applying. We are wanting someone who can start ASAP.

**Pilots also wanted:**

We are also looking for current or non-current pilots to join our team of simulator instructors. If you have (or have held) your PPL or CPL, or even just have a great knowledge of aircraft/simulator operations, and wish to become a simulator instructor, we have casual and full-time roles available. Please get in touch.