

<b>Job Title:</b>	Flight Experience Simulator Operator (SO) – Non regulatory
<b>Job No:</b>	AA 88
<b>Dept/Business Unit:</b>	<b>Pilot</b>
<b>Accountable to:</b>	Financial Controller
<b>Reporting to:</b>	Flight Experience Manager
<b>Our Vision:</b>	Be the leading provider of aviation and aerospace training, helping to shape the future of the industry.
<b>Our Values:</b>	Work Together, Be Accountable, Act Innovatively, Deliver on Customer Needs

## PURPOSE

The Flight Experience Simulator Operator (SO) is responsible for operating the Aviation Australia PS 4.5 Simulator and providing an experience for clients to 'be the Captain' of a replica Boeing 737-800 Simulator, following the procedures and guidelines as set in the company Instructor's IQRH Manual. The Ultimate Objective is to *provide a memorable and superior experience to customers and exceed their expectations*, while maintaining standards and following guidelines as set by Aviation Australia.

## DUTIES

The responsibilities of the SO must, unless CASA otherwise specifies in writing, include the following:

- Provide instruction for customers to enable them to maximize their enjoyment of an experience. To provide a memorable and superior experience to our clients' and exceed their expectations, while maintaining standards and following guidelines as set by the company.
- Instruct clients in the simulator as per procedures, rules and guidelines stated in the Instructor's IQRH Manual.
- Ensure simulator is operated to required standard as detailed in the Instructor's IQRH Manual.
- Handle and process sales enquiries including vouchers and general merchandise.
- Operate the DVD system (recording and burning).
- Sell client photo and/or DVD at the completion of each flight.
- Report all Simulator Faults on Maintenance Website and ensure website is up to date.
- Maintaining clean simulator conditions including following Simulator Cleaning Schedule detailed in the Maintenance Manual.
- Perform daily housekeeping and administration duties as required.
- Keep the environment clean, tidy and presentable.
- Undertake training upgrades when provided.
- Maintain a high level of customer service.

- Maintain a high level of presentation and professionalism throughout all aspects of the business.
- Be punctual and maintain the required personal dress and grooming standards.
- To act in a sales/customer service role when not instructing in the simulator.
- To maintain the simulator in top operating order in accordance with the training manuals and in cooperation with the Franchisor representative from Pacific Simulators 2010 Limited.
- Undertake other duties as required by the accountable / reporting manager and senior management.
- Comply with the requirements of Aviation Australia's:
  - Code of Conduct
  - Work Health and Safety legislation
  - Policies and procedures

## **AUTHORITIES**

The Flight Experience Simulator Operator has the authority to:

- Educate, counsel and/or discipline students in compliance with the organisation's policies and procedures.

## **SELECTION CRITERIA**

### **Qualifications**

#### Essential

- Commercial Pilot Licence

#### Desirable

- Flight Instructor Rating
- A recognised qualification in instructional delivery and/or instructional design

### **Experience**

#### Essential

- Appropriate pilot training experience in a practical and theoretical environment to successfully fulfil the requirements of this role.

#### Desirable

- Experience in the vocational training sector or in training/learning and development environment.

## **Knowledge and Skills**

### Essential

- Demonstrated experience and/or knowledge of how to effectively work with a diverse workforce, to ensure the workplace is safe from discrimination, bullying, harassment or sexual harassment.
- Proven ability to utilise relevant experiences and instructional techniques in a vastly challenging, highly structured learning environment.
- High level facilitation skills for a range of learning styles.
- Demonstrated ability to exercise effective leadership, including initiating action, giving direction and setting appropriate standards of behaviour.
- Superior interpersonal and customer service skills with the ability to display a courteous and professional manner at all times.
- Excellent written and oral communication skills with high level attention to detail and accuracy.
- Ability to interpret and apply legislation, regulations, policies and procedures.
- Demonstrated ability to resolve issues through negotiation and consultation with other team members.
- Well-developed problem-solving skills.
- Demonstrated ability to deal with sensitive issues and maintain confidentiality.
- Strong organisational skills with the capacity to prioritise work, deal with competing demands, manage time effectively and ensure completion of tasks within deadlines.
- Strong computer literacy skills with proficiency in Microsoft Office suite of applications and the ability to become an effective user of new computer systems.
- Preparedness to undertake training as required.

### Desirable

- Knowledge and understanding, or the ability to rapidly acquire knowledge and understanding of:
  - Aviation regulatory environment as it relates to licencing and training of pilots.
  - ASQA standards and how compliance against these standards is maintained and demonstrated;
  - Relevant Commonwealth or State/Territory legislation that applies to aviation training.

**Personal Qualities**Essential

- Enthusiastic, energetic and motivated approach to work.
- Assertiveness and an ability to remain professional and measured in approach, regardless of the situation.
- Actively contribute to ensuring the workplace is a safe environment for everyone by challenging actions or behaviours that could be improved upon or that are inappropriate.
- Ability to build rapport and credibility with stakeholders and develop strong working relationships.
- Ability to work both independently and within a flexible team environment.
- Ability to foster a customer focused working environment and build and maintain rapport with staff and students.
- Ability to interact with internal and external customers from diverse cultural backgrounds, displaying awareness of cross-cultural communication issues.
- Willingness and ability to demonstrate initiative and accept responsibility.

**JOB DESCRIPTION AGREED**

Employee Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_