



ISLAND AVIATION

CONNECTING THE HAURAKI GULF

Customer Service Manager

Reporting to: CEO and Chief Pilot.

Hours: The basic working hours are 8 hours a day, 5 days per week, which include some weekend work depending on weather conditions, customer requirements and CAA regulations. Overtime work is included in the remuneration.

Salary: \$70,000.00 per annum (6-monthly bonus of up to NZ\$3,000 depending on results during the period of 1.11.22 and 30.4.23)

About Island Aviation

Island Aviation is the trading name of Auckland Seaplanes, which offers a range of scheduled and charter flight services, scenic flights and both pre-set & bespoke experience packages through a family fleet of aircraft from bases around the Auckland area.

Our flight options are available in single- and twin-engine aircraft on private charter or in groups from 2 to 20+ passengers & Island Aviation is the only airline servicing the wider Hauraki Gulf of Waiheke Island, Great Barrier Island, downtown Auckland through to Coromandel & beyond.

In 2013 when Auckland Seaplanes started operations, our team set out with a mission to not just share our love of Tamaki Makaurau and the Hauraki Gulf with locals and visitors alike, but to also contribute to looking after it. The places we connect are naturally isolated as many are island based, so supporting local schools, hospitals, hospices, community groups and search & rescue operations is our way of giving back to the communities that we are privileged to serve.

We are a multi award winning operator achieving Qualmark Gold status & are a Department of Conservation licensed operator and Carbon-Zero certified. This certification underlines our environmental leadership in the aviation industry, which we proudly lead the way with in 2017 as the first carbon zero airline in New Zealand. Our environmental best practice was recognized by being a finalist for 'The Meaningful Travel Award' in Sydney and twice as a finalist for the 100% Pure New Zealand Experience Awards in 2019 and 2021.

Our team is composed of qualified pilots and professionals, eager to make your experience an unforgettable one, no matter whether you are a local or overseas visitor.

We operate from

North Shore Airport, 270/284 Postman Road, Dairy Flat 0794, Auckland, New Zealand

Waiheke Island Airport, 171 Carsons Road, Waiheke Island, Auckland, New Zealand

Ardmore Airport, Ardmore Airport 690 Harvard Lane, Auckland, New Zealand

Great Barrier Island - / Claris Airport, 70-96 Hector Sanderson Road, Great Barrier Island / Aotea 0991

Auckland Airport Domestic Terminal, Check in facility available with Air Chathams, 7 Hape Drive, Auckland Airport

Key accountabilities:

Ensure smooth running of operations, exceptional customer service and growth in sales. Depending on experience the role can assist with accounting and bookkeeping and with Health & Safety processes.

Key Task #1

Office Management

- Structure the office to support booking and sales activities.
- Manage the roster for office staff and train staff to ensure exceptional customer service
- Management of & sales of merchandise / uniforms
- Other office management related matters

Key Task #2

Flight Booking and Sales Support

- Sales activities in the office: Receiving enquiries / communication with customers over phone, by email and in person, explaining product portfolio to customers, recording of passenger details / voucher issue, customer payment processing
- Administering flight booking and scheduling, assisting pilots in planning/preparation of flights, monitoring of flight in progress
- Assisting with corporate events and working with the Sales & Marketing manager
- Assisting, if required, with management of monthly newsletter, website/SEO, FB and customer feedback
- Other booking and sales related administrative work

Key Task #3

Manage part-time check-in/booking staff

Key Task #4

Health & Safety

- Ensuring that H&S standards for the company are met and constantly improved
- Working with CEO and Chief Pilot to ensure safe flight operations

Depending on experience, the role could also include some of the below

Key Task #5

Accounting / Book keeping

- Management of petty cash / corporate credit cards & receipts
- Management of Daily Earnings, review invoice receipts
- MYOB / Accounting and bookkeeping tasks are required from time to time