



Gem Air is an air service company based in Salmon, Idaho. Our mission is to provide our customers with safe, reliable, and clean air service from a courteous and professional staff. We do a lot of different types of flying, from passenger flights between Boise and Salmon, to backcountry flights for outdoors people, to flying packages for UPS.

We are looking for an organized, problem-solving team-player to join our office staff.

Our business is very dynamic. During our busy seasons there are frequent changes and adjustments to the daily plan as we work hard to serve our customers despite a sometimes chaotic mix of factors that affect flights. During our slow seasons, things can be, well, slow.

If you join our team, you will have some set duties for each day, as well as a whole host of other duties that may change day-to-day and week-to-week. To really thrive in this position, you need to be comfortable with a lot of moving pieces and changing plans. See below for an example of a normal day in this position, but keep in mind that your job will take shape and grow as we see where your skills lie, and where they best fit in on the team.

What a day might look like:

- Open the office and make coffee for the first passengers of the day
- Perform daily data entry so that our maintenance staff can keep up to date on what our airplanes need.
- Gather and track info for different reports.
- Check fuel receipts for accounting to make sure the charges are correct
- Check our reservation system to make sure all passenger payments are accounted for.
- Send invoices through Quickbooks Online to our bigger customers
- Answer the phone to take flight reservations, answer questions, and direct calls.
- Coordinate communication between maintenance, pilots, and scheduling staff to make sure all groups are aware of needed or potential changes.
- Call passengers to let them know about changes in their flight schedule.
- Greet passengers as they show up for departures, and weigh their bags for the pilot.
- Greet passengers as they arrive from a flight, and call the hotel to pick them up.
- Vacuum and take out the trash to help keep our office clean.
- Make a hotel reservation for a pilot for that night because a new flight came up.
- Change that hotel reservation because weather came up.
- Change the hotel reservation back because the weather cleared enough to go.
- Check to make sure all the passengers and pilots know what the plan is for the next day before leaving for home.
- Plus more, in all likelihood.

You will learn a lot of what you need to know for this position during on the job training, but we'd like you to come equipped with some skills and experience, outlined on the next page.



Experience and skills we'd like you to bring with you:

Requirements:

- High School Diploma or GED – Associates or higher is preferred
- Work experience using computers and Microsoft Office in an office environment
- Work experience with accounting/bookkeeping
- Accuracy in data entry
- A willingness to learn
- An eagerness to jump in and help out however needed
- A high level of comfort with frequent changes to the daily plan

Preferred:

- Quickbooks experience, especially Quickbooks Online (at least 1 year)
- Work experience answering phones in a professional office (at least 1 year)
- Work experience in a customer service position (at least 1 year)
- Bonus points for familiarity with scheduling logistics, and/or aviation
- Bonus points for familiarity with Main and Middle Fork river trips and the Idaho backcountry

General Expectations:

- Take pride in your work – be organized, efficient, and continue to learn
- Be reliable and consistently on time
- Take initiative – if something needs to be done, don't wait to be asked.
- Assist in keeping information, files, and the office organized.
- Keep your work area (and the office in general) clean and organized.
- Communicate clearly and consistently with other staff and departments.
- Be friendly and courteous with both customers and other employees.
- Be a team player - willing to jump in and help out co-workers when necessary
- Communicate professionally over phone, through email, and in person
- Maintain confidentiality

Pay:

Pay will start between \$9 and \$14/hour, depending on experience. By depending on experience, I mean that if you meet the bare minimum of requirements or have less, you'll probably start at \$9. If you have some of those preferred qualifications and skills mentioned above, you will likely start higher. The pay for this position has potential to reach \$17/hour over the first 18 months, depending on experience AND performance.

Other Benefits:

\$200/month toward medical insurance if you pay your own insurance.
Two (2) weeks paid vacation/year. Five (5) wellness days/year. 401K after one year. Flights to Boise for yourself and immediate family members, if space is available.