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## VACANCY AVAILABLE

Position : Flight Coordinator  
Department : Universal Air Evac  
Location : Lanseria Airport  
Reporting To : Senior Flight Coordinator

***Please note that we will be considering INTERNAL and EXTERNAL applications for this position.***

### KEY PERFORMANCE AREAS

### RESPONSIBILITIES

1. Client and other stakeholder communications and liaison
  2. Monitor incoming correspondence
  3. Handle all communications via email, telephone, and messaging applications
    - Information requests and specific mission guidance
    - Mission updates and feedback to clients and internal stakeholders
    - Port Health and VHF process
    - Interactions with Civil Aviation Authorities, customs and airport authorities
  4. Air ambulance and commercial medical escort flight management:
    - Quoting
    - Flight preparation, dispatching, following and receiving
      - Checking NOTAMS, weather and airport availability
      - Obtain necessary flight clearances
      - Float and S&T management and fuel
      - Flight following and FDP monitoring
      - Customs and immigration formalities
      - Documentation audits, checklists, flight billing, permit renewals, 90-day documents and folio admin
      - EFB's, Jeppesen and ASQS updates
      - Destination risk analysis and country guide updates
      - Arrangement of ground ambulances, crew transport and accommodation
      - Arrangement of ad-hoc equipment and blood products
      - Monitor and validate hospital discharges and admissions
      - Review post flight documentation and capture on required platforms
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## 5. General administration and audits

- Statistics
- Network database management and supplier updates
- Handling updates

### PROFESSIONAL

- Be familiar and comply with all UAE's policies and procedures.
- Uphold the professional image of the company as well as his/her own professional integrity while on duty for UAE.
- Ensure all mission related documents are completed and signed prior to departing from the designated base as per relevant SOP/s.
- Ensure he/she is familiar with communication and escalation procedures as per relevant SOP/s.
- Report escalated incidents timeously as per relevant SOP/s.
- Working knowledge of all systems and processes via Microsoft 365.

### TRAINING

- Undertake internal training as required
- Maintain his/her certified currency in the required courses.

### REQUIREMENTS

- Grade 12 / Matric
  - Excellent interpersonal and customer service skills
  - Excellent English literacy – Read, write, speak
  - A professional telephone and email presence
  - Good problem-solving skills
  - Good geographical knowledge
  - Knowledge of current and political affairs
  - Flight dispatch experience advantageous – air ambulance experience beneficial
  - Strong working knowledge of computer software – Microsoft 365 package
  - Deadline driven and able to work under pressure
  - Able to work accurately and independently
  - Valid South African driver's license and own reliable transport
  - Shift work – some shifts will be working remotely, must have reliable electricity and internet availability
  - Prehospital emergency care or case management experience advantageous
  - Foreign language advantageous – French and or/Portuguese
  - Ensure that he/she can work shifts
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- Be able to get to the office within 40 minutes
  - Shift duties will vary between the office and working remotely. In order to work remotely, he/she must always have reliable electrical power and internet connection. If duties are unable to be performed remotely then he/she will be required to work from the office.

***If you feel you meet the requirements and would like to apply for this position, please note the following:***

***Please submit your CV for Consideration: [Click here.](#)***

***For a list of other available positions: [Click here.](#)***

If you do not hear from us within 14 days after the closing date of the advertisement, please regard your application as unsuccessful.

***Date Posted: 23 June 2025***

***Closing Date: 30 June 2025***

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