

**Job Title: HELP Team Member**

**Location: Nationwide**

**Employment Status: Intermittent/Part-Time**

A HELP Team Member will provide professional and compassionate logistical support to emergency contacts and family members of those affected by an aviation related emergency. Further duties are listed below:

- Facilitate completion of immediate or “response-term” needs of Emergency Contact and/or associated family member via telephone or in-person support
- Clearly and concisely, brief Emergency Contact or family member and articulate difficult concepts and information via telephone or in-person support in an emergency response situation
- Ability to navigate dynamic challenges, concerns and situations in a professional and appropriate manner
- Provide exceptional care and customer service; serving as a conduit of information to connect families and dedicated contacts with the appropriate resources
- Ensure strict compliance with all Federal, Local and Company policies, standards and regulations
- Follow clear direction and communicate effectively within a highly-functioning team environment
- Complete administrative duties, such as required reports and basic web-based tasks, in a timely manner
- Required attendance in applicable company trainings, exercises and drills
- Available during non-standard hours to respond on short notice

### **Qualifications**

**Education:**

- Minimum of a College Degree or Equivalent Experience

**Skills/Experience:**

Required Skills:

- Highly effective communicator; written and verbal
- Professional with ability to handle confidential information with extreme discretion
- Capacity to work with families that may have just experienced a death of a family member (non-clinical applications)
- Willing to work non-standard and/or extended hours as dictated by the emergency event
- Maintains productivity and mental acuity in stressful and dynamic environments with shifting priorities
- Analytical with exceptional emotional intelligence
- Extremely attentive to detail with the ability to problem-solve effectively
- Proficient in Microsoft Suite (Word, Excel & PowerPoint)

- Travel Required with Valid Passport (Domestic and International)

Physical Demands:

- Able to lift 50 lbs. (equipment, luggage, supplies, etc.)

Preferred:

- Experience in disaster response, volunteer coordination and/or grief/loss counseling
- Experience in professional services (Psychology, Technical-Writing, Corporate Training, etc.)
- Experience in Aviation Industry (Private Pilot, Aircraft Dispatch, Safety Management, etc.)
- Experience in professional care services (Nursing, Dispatch, Funeral Management, etc.)
- Experience in customer service or customer experience

**To apply, please send your resume to [gary.kasper@firesideteam.com](mailto:gary.kasper@firesideteam.com) with the subject line of XWEB-HT Member.**