LS07300
FLIGHT COORDINATOR ASSISTANT

Level 7

Reports to (Hierarchical)
Flight Coordinator

Reports to (Functional)
Flight Coordinator

Job Family
Logistics and Air Operations

Main Purpose
Planning air movements, organizing and coordinating all logistical activities related to air transport, such as equipment/cargo, facilitating the movement of people and other resources with MSF aircraft in accordance with MSF protocols and standards, in order to provide optimal distribution services and resource allocation to MSF sections in Yemen. Ensuring liaison with the liaison officer for flight approvals and with pilots to organize flights in the most efficient way.

Accountabilities
Flight Operations Support
- Assist in planning and coordinating weekly and daily flight schedules with relevant stakeholders to ensure smooth operations.
- Liaise with internal and external stakeholders, including MSF sections, logistics teams, and airport authorities, to facilitate flight activities.
- Monitor and report any security or operational concerns related to flight movements, passengers, and cargo handling.
- Ensure compliance with aviation regulations and MSF internal procedures regarding flight coordination and logistics.

Passenger & Cargo Management
- Coordinate and oversee passenger check-ins, ensuring proper documentation and compliance with safety protocols.
- Manage cargo logistics, including loading, offloading, and tracking shipments to and from various MSF locations.
- Communicate and share necessary flight details with liaison officers and logistics teams for smooth cargo handling and passenger transport.

Documentation & Compliance
- Prepare, verify, and maintain flight manifests, passenger lists, and cargo documentation in line with MSF policies.
- Track and ensure timely renewal of landing permits, security clearances, and other required authorizations.

- Maintain proper archiving of all flight-related documents, ensuring accessibility and accuracy of records.

Financial & Administrative Support

- Follow up payments related to flight operations, including landing fees, fuel costs, and other financial transactions.
- Ensure timely processing of reimbursements, advances, and invoicing in coordination with the finance department.
- Assist in administrative tasks such as collecting and organizing daily flight reports and fuel vouchers.

Support to Flight Crew & Airport Coordination

- Provide direct assistance to aircraft crew, including refueling arrangements, document retrieval, and flight schedule updates.
- Ensure clear communication between the crew, airport authorities, and relevant MSF teams regarding flight plans and changes.
- Organize and facilitate meetings with aviation authorities when necessary to address operational concerns.

Crisis & Contingency Management

- Monitor flight-related incidents, risks, or operational challenges and report them to the appropriate stakeholders.
- Work closely with the Flight Coordinator and Logistics team to ensure contingency plans are in place for any unforeseen disruptions.

Continuous Improvement & Team Collaboration

- Support the optimization of flight coordination procedures to enhance efficiency and effectiveness.
- Collaborate with logistics, supply, and protocol teams to ensure seamless flight operations across MSF projects.
- Stay informed of updates in aviation regulations and recommend necessary adjustments to MSF flight policies when required.

Education

Degree and specialization in logistics and management, with technical and administrative knowledge

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Experience

- Preferably, experience as a flight coordinator assistant and knowledge of flight management policies and tools.
- Proven knowledge of MSF field logistics (general knowledge of MSF equipment and kits depending on the nature of the project).
- A minimum of 2 years of relevant experience with demonstrated Field Logistics skills (general knowledge of handling, passengers, and flights).

Languages

- Mission language essential
- Local language desirable

Knowledge

Computer skills (Excel, Word, MS Outlook).

Competencies

- Strategic Vision **L2**

- Leadership **L2**
- People Management and Development **L3**
- Service and Orientation **L3**
- Teamwork and Cooperation **L4**

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