



POSITIONS AVAILABLE (Full Time & Part Time)

Since 1959, **Universal Weather and Aviation, Inc.** (Universal®), the pioneer of international flight support services for corporate aviation, has been arranging, coordinating and providing complete services in support of a trip for corporate aviation operators worldwide. Services range from flight planning, permits and crew accommodations to online flight planning, a global ground handling network and a fueling card program. Universal has offices in over 20 countries throughout the world supporting clients that represent organizations that rely on corporate and private aircraft.

Candidates for all positions must be able to work additional hours including evenings and weekends and should possess the following: Excellent communication and customer service skills as well as the ability to meet time-sensitive deadlines and juggle multiple priorities. Employees are also required to conduct themselves professionally, have a strong work ethic; be able to work under pressure while maintaining quality standards and do what is required to meet the needs of both the client and the team. Where appropriate good computer skills are also required. **All Candidates MUST be able to obtain airport security clearance in order to be employed.**

Operations Supervisor

Reporting to the Operations Manager, the successful candidate will supervise Operations staff; prepare work schedules and enforce proper operating procedures. The supervisor will also be responsible for researching and resolving customer problems related to ground handling services and assist with customer service calls, particularly those pertaining to card acceptance; fuel availability or fuel operation.

Ramp Agents/ Linesman

Ramp Agents play a key role in the delivery of superior service to our customers. Key responsibilities include coordinating aircraft ground handling; meeting aircraft on arrival; directing pilots to the unloading area, towing/parking aircraft to assigned locations, etc. Additionally Ramp Agents assist customers by preparing aircraft for flight, servicing fuel, oil tanks, and all other services as needed.

Customer Service Supervisor

The Customer Service Supervisor oversees the executive concierge services provided to corporate and private aviation clients. Key responsibilities include the coordination and verification of all required documentation for both flight arrivals and departures; ensuring the customer lounge areas are well provisioned, clean and welcoming. The Supervisor is also responsible for the preparation of client billing sheets and maintaining client files.

Customer Service Agents

Customer Service Agents provide quality customer service to corporate and private aviation clients. Customer Service Agents have responsibility for working as a team, carrying out a variety of tasks, most of which are associated with aircraft ground handling and assisting clients as they navigate through the arrival and departure processes.

Interested persons should apply no later than May 18th 2012 to:

HR Manager – UA Bermuda
Performance Solutions Limited
Suite 350, 48 Par la Ville Road, Hamilton HM 11
Email: hr@psolutions.bm. Fax 441-232-9491

Applicants will undergo a thorough background check which can include drug testing.