

Announcement – Staff Position Vacancy
Regional Membership Manager (VATASIA3)

GENERAL:

Before applying for this staff position, please read all sections of the three (3) pages of this document.

Applications shall be sent to: a.stefopoulos(at)vatsim.net

APPLICATION PROCESS AND SUBMISSION

Candidates wishing to apply for this key role staff position within VATSIM Asia Region, are kindly requested to submit their application into a CV format, to the Region Director of VATSIM Asia, no later than :

30th November 2017, 2359UTC

Applicants are required to provide contact information.

Since this is a key role with in VATSIM Asia Region, the successful candidate will be expected to commit at least two (2) years fulfilling the duties of this staff position.

Once the application is received and reviewed, a confirmation email will be sent. Candidate(s) might be asked for a short interview via means of communication (email/skype etc). Please state also your contact details (for example, skype)

All applicants will be informed of the final outcome of their application.

Regional Membership Manager (VATASIA3)

REPORTS TO: REGION DIRECTOR, VATSIM ASIA

RESPONSIBLE FOR: REGIONAL MEMBERSHIP MANAGEMENT AND RELATED AFFAIRS

The duties of the Regional Membership Manager are described in short, but not limited to:

DUTIES:

- Review monthly management information in relation to member's progression and new/returning members with divisional teams to aid member retention and improve controller coverage with in VATSIM Asia Region (VATASIA).
- Account for members exceeding Regional guidelines on controller training progression, monitor trends and raise any issues with the Region Director and relevant Division staff.
- Monitor Region Transfer requests, communicating as necessary with receiving/sending regions/divisions/subdivisions (vACCs where applicable).
- Work with divisions to improve the efficiency of the joining and progression processes, including (but not limited to) introduction and possible enhancement of welcome email systems, evaluating website usability.
- Guidance of members (virtual ATC and pilots), to connect with the proper staff/people in maintaining: the balance of members wishing to progress as an ATC with quality, competency and fluidity, while members joining as virtual pilots to connect with the right people and/or Virtual Airlines.
- Monitor the growth of Divisions/vACCs. Develop areas of low traffic intensity (pilots/ATC) in collaboration with the relevant Division.
- Provide the Region Director with Quarterly statistics of member's retention of the Divisions and ATC rating upgrades.
- Manage the Membership ticket system of the Regional site.
- Maintain a strong online presence.

PERSON SPECIFICATION:

- Must show awareness of Air Traffic Control operations. Ideal candidate will hold at least a C1 rating, while ratings such as I1,I3 or SUP will be considered advantageous.
- Must show awareness of Pilot operations. Ideal candidate will hold at least a P1 rating.
- Must be a member in good standing within the network.
- Expected to be able to commit at least 5-8 hours per week to this role.
- Organized, Respond to emails in a timely manner.
- Previous staff roles or other experience/awareness of management aspects desirable.
- Ability to communicate clearly through different mediums to different people of different cultures.
- Fluent in English language. Other languages will be considered as an advantage (Multilingual).

Regional Membership Manager - Job Description - Asia Region, VATSIM.net – 2017



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