

# NHV Group – Passenger Handling Coordinator

## Job Summary

The Passenger Handling Coordinator is responsible for the entire passenger handling flow: they assist the passengers in check-in, safety briefing, boarding and security. They are the liaison between our customer, the base handling agent and NHV operations.

## Main Responsibilities

The Passenger Handling Coordinator's primary accountabilities & responsibilities are:

- Coordinate and take responsibility in the full passenger handling
- Work closely in cooperation with the in-house teams (check-in, security, boarding, luggage handling)
- Guide passengers to and from the safety briefing room
- Assist passengers at arrival and departure of the aircrafts
- Assist and solve problems during the process of departures and arrivals
- Ensure a safe environment for the passengers in the terminal

- Assist the Base Manager in passenger handling, understand contract requirements and customer expectations
- Be familiar with all aspects of the company policies
- Excellent customer service
- Promote company values
- Responsible for complying with Information Security Management System (ISMS) policies, procedures, and controls and supporting information security objectives
- You'll work in Aberdeen on a shift basis. Weekend work may occur.
- Due to unforeseen external factors e.g. weather delays, technical aircraft etc you are flexible and prepared to change or extend the hours of working to suit the operation of the day.

## **Skills & Experience**

- Experience in similar working environment is advantageous
- Some aviation and relevant operational experience is desirable
- Languages: professional level of English (understanding – speaking – writing)
- Previous experience in offshore logistics is a plus
- Vantage experience is desirable

## **About NHV**

NHV Group is an international helicopter service provider, specialised in business-to-business helicopter services both offshore & onshore.

We aim to create a leading position in the helicopter world with a primary focus on Europe and Africa, without compromising our safety. We strive to provide an increasing level of flexibility to our customers. Our services and experience present a refreshing and safe alternative in the industry. NHV cares about it's people and invests in them to shape the best professionals in the industry.

At NHV, we are dedicated to delivering excellence in the helicopter world. With a commitment to safety, innovation, and customer centricity, we provide reliable services that support a wide range of missions.

? **Headquarters:** Ostend, Belgium

? **Fleet:** Approximately 35 helicopters, including: H175, H160, AW139, AW169 and more

? **Operations:** United Kingdom, Belgium, France, Germany, Denmark, Netherlands, Ivory Coast

? **Employees:** 400+

? **Founded:** 1997

Our expertise spans across Oil and Gas, Offshore Wind, Maritime Services, MRO Services, ATO Pilot Training, and P147 Technician Training. We take pride in working with a skilled and passionate team who ensure everything meets the highest industry standards.

## **Our Values**

- **Safety** – We promote a Just Culture of trust, respect and accountability in safety, free from fear of retaliation.
- **Integrity** – We take pride in our work, act responsibly, and deliver high-quality results on time to support NHV and its partners.
- **Ownership** – We uphold the highest ethical standards, follow all regulations, and foster fairness and trust while continuously improving together.

- **Partnership** – We value strong partnerships and treat our people as equals, working with fairness, respect, and a drive for top performance.

Joining NHV means becoming part of an international, dynamic, and professional environment where growth and development are encouraged.

### **What We Offer**

Joining NHV means becoming part of an innovative international aviation company that values motivation, enthusiasm, and dynamism. We prioritize our employees, supporting their well-being and growth with comprehensive, role-specific training. Our commitment to fostering a positive work environment includes organizing corporate events and encouraging innovative and critical thinking.

In addition to a casual dress code and flexible working days, we offer a range of competitive employee benefits designed to enhance your career and well-being.

- Matched pension plan
- Private medical insurance
- Employee assistance program
- Life insurance
- Cycle to work scheme

*NHV is committed to providing equality and fairness and ensuring that no individual is subjected to discrimination on the grounds of any of the following characteristics: age, disability, gender, pregnancy, family status, gender reassignment, sexual orientation, race, ethnic origin, religion or belief.*

<https://nhv.be/>