



# JOB DESCRIPTION

<b>TITLE:</b>	Assistant Operations Manager	<b>NOC:</b>	0731
<b>REPORTS TO:</b>	Vice President, Flight Operations	<b>DEPARTMENT:</b>	Flight Operations
<b>LOCATION:</b>	Corporate Offices, Winnipeg, MB		

## PRIMARY ACCOUNTABILITY

The Assistant Operations Manager reports to the Vice President, Flight Operations and is accountable to the Flight Operations Department. The Assistant Operations Manager is responsible to assist the Vice President, Flight Operations with base and flight operations related support requirements, as well as ensure department goals and objectives are achieved to provide a superior level of satisfaction among our clients. This includes ensuring that operational standards are conducted in a safe, compliant, professional, and timely manner.

## CORE COMPETENCIES

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| <ul style="list-style-type: none"> <li>• Accountability</li> <li>• Adaptability</li> <li>• Communication</li> <li>• Critical Thinking</li> </ul> | <ul style="list-style-type: none"> <li>• Decision Making</li> <li>• Leadership</li> <li>• Negotiation</li> <li>• Planning and Organizing</li> </ul> | <ul style="list-style-type: none"> <li>• Problem Solving</li> <li>• Resource and Fiscal Management</li> <li>• Strategic Thinking</li> </ul> |
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## RESPONSIBILITIES

- Responsible for ensuring company operations are conducted in accordance with Canadian Air Regulations (CAR), CASS and with the policies, instructions and procedures as outlined in the Flight Operations Manual.
- Develop and facilitate inter-departmental process improvements that increase efficiencies and improve performance.
- Support logistic requirements of flight operations. This includes assisting and coordinating the execution of logistics plans, by developing and/or maintaining tracking systems, and providing operational information, including presentations, files for reporting, and information sharing.
- Provide exceptional customer service by acting as a point of contact to internal and external customers, including handling complaints and communicating with outside agencies as well as stakeholders.
- Responsible for the contents, production and amendment of this Operations Manual and for briefing all operations personnel regarding the reasons for and effects of amendments.
- Provide updates on the status of projects and give progress reports on other process improvement initiatives, as directed by management or other regulatory bodies.
- Implement and improve processes and procedures and provide input to assist in the establishment existing flight operations manuals, procedures and/or business practices.
- Manage company software systems utilized within the department.
- Maintain a current information library, providing the necessary and relevant information for Flight Operations crew ensuring that all publications are readily available to each flight crewmember.
- Responsible for the professional standards of flight crews, including assisting in the development and delivery of approved flight crew ground and flight training programs.



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- Ensure flight crews and other crew members are informed of any changes to regulations and standards.
- Liaise with regulatory authorities on matters concerning flight operations and with external agencies which may affect operations.
- Maintain a strong knowledge of all areas of emergency procedures including alerting procedures as well as developing Standard Operating Procedures (SOPs) where required.
- Action and distribute accident, incident, and other occurrence reports.
- Ensure any safety information, internal and external, is shared and actioned upon.
- Issue directives and notices to the flight crews as required, and process and action any crew reports.
- Manage assigned departmental initiatives and projects and identify areas requiring improvement.
- Support the maintenance of flight operations and company infrastructure needs.
- Prepare for and support base and remote operations including job start-ups.
- Manage the company Controlled Goods program.
- May perform other duties as assigned.

## QUALIFICATIONS

- Hold a valid Canadian Commercial Pilot License (H) and qualified in accordance with specific Commercial Air Service Standards (CASS) requirements.
- Diploma or degree in operations management, business, or a related field with three (3) or more years previous supervisory/management experience in the aviation industry is considered an asset (a combination of education and/or experience will be considered).
- Experience in helicopter operations and training, with flying experience across relevant aircraft types and operations preferred.
- Strong leadership skills, with a strong focus on regulatory requirements, operations and business processes.
- Excellent communication and interpersonal skills with the confidence to influence all internal stakeholders and external bodies.
- Proficient computer abilities; including Microsoft Office (Word, PowerPoint, Excel, and Outlook), and other mobile technologies.
- Self-motivated with a high level of attention to detail, integrity, confidentiality, and accountability with sound analytical thinking, planning, prioritization, and execution skills.
- Clear and solid understanding of personnel policies, practices, and procedures and other operational issues faced by the department.
- Planning, organization, and time management skills.
- Ability to pass criminal background check and hold a valid driver’s license and current passport.

## WORKING CONDITIONS

- General office environment.
- Fast-paced work environment.
- On-call supports, which will require weekend and/or evening work.
- Travel will be required.

## SCOPE

<b>DIRECT REPORTS:</b>	N/A
<b>INDIRECT REPORTS:</b>	1. Pilots