



JOB POSTING

Manager of Operations

We are looking for a Manager of Operations to join our team in our Flight Operations department. Custom Helicopters Ltd. provides helicopter support to clients for various applications, while providing high-quality services with a commitment to safety, quality, and value.

The Manager, Operations reports to the Director, Operations and is accountable to the Operations Center for ensuring that all administrative requirements, management processes and Operations Center documentation are maintained in accordance with Company policies and procedures. This includes logistical organization, maintaining crew schedules, revenue tracking, and ensuring that operations are conducted in a compliant, professional, and timely manner. The Manager, Operations is further accountable to the Director, Operations to effectively manage the development and direction of the Operations Center to ensure goals and objectives are achieved.

Responsibilities:

- Responsible for functions within the Operations Center, including oversight of employee roles and responsibilities, as well as day-to-day flight and/or base operations, and business partnerships.
- Develop and facilitate inter-departmental process improvements that increase efficiencies and improve performance.
- Manage, lead, and oversee Aircraft & Crew Schedulers and Operations Data Coordinator.
- Assist and coordinate 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.
- Provide cross-functional support to operations such as areas of travel, maintenance production, commercial and other teams members.
- Ensure adequacy, accuracy, and legitimacy of information and data, flowing through the Operations Center, from both internal and external databases, focusing on inconsistencies or anomalies.
- Implement and improve processes and procedures and/or business practices related to operations.
- Maintain a strong knowledge of all areas of emergency procedures including alerting procedures.
- Perform general duties such as customer bookings, billings, and rate quotation for opportunities.
- May perform other duties as assigned.

Qualifications:

- 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 (a combination of education and/or experience may be considered). Experience as a Pilot is considered an asset.
- Strong leadership skills, with a strong focus on operations and business processes.



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- 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.
- High level of 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.

The successful candidate must provide a satisfactory Criminal Record Check.

Custom Helicopters Ltd. promotes a highly skilled workforce built on mutual respect, supporting personal and professional growth. We offer a competitive salary, along with a comprehensive employee benefit and Pension Plan, and Employee Share Purchase Plan.

Submit your cover letter and resume to Human Resources at careers@customheli.com. Quote Job Reference: **05-24, Manager of Operations**.
