



JOB POSTING

Aircraft & Crew Scheduler

We are looking for an **Aircraft & Crew Scheduler** 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.

Reporting to the Manager of Operations, you will be responsible for the management and scheduling of aircraft for maintenance and flight operational purposes and the coinciding crew that operate and maintain the aircraft. This includes logistical coordination and administration. The Aircraft & Crew Scheduler is further accountable for ensuring clear and concise communication with key stakeholders in the execution of these services, ensuring operations are coordinated in a compliant, professional, and timely manner.

Responsibilities:

- Responsible for scheduling (short and long term) of all aircraft and crew requirements, movements, and positioning.
- Assist and coordinate in the execution of all logistical plans, by 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 stakeholders, including handling complaints and communicating with outside agencies as required.
- Achieving established performance goals.
- Provide updates on the status of aircraft and personnel movements and provide progress reports.
- Advise on processes and procedural improvements related to aircraft and personnel requirements.
- Provide crew with contract briefing information and ensure that all crew have been notified of their duty and flight schedules.
- Maintain a strong knowledge of all emergency response procedures.
- Perform general duties such as customer bookings, billings, and rate quotation for opportunities as required.
- Serve as supervisory point of contact for all crew personnel at specific bases locations.
- May perform other duties as assigned.

Qualifications:

- Diploma or degree in operations management would be preferred.
- Experience as a Pilot or Engineer would be considered an asset.
- Strong leadership skills, with a focus on operations and business processes.
- Excellent communication and interpersonal skills with the confidence to influence internal stakeholders, coupled with strong organization and time management skills.
- 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.



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Rotational schedule with on-call support which includes evening and/or weekend work. The successful candidate must also 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 resume to Human Resources at careers@customheli.com. Quote Job Reference: **22-24, Aircraft & Crew Scheduler.**
