

# 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 accountable 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.
- 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.

Safety. Quality. Value

APPLY  
NOW

<https://www.customheli.com/careers/>

### Why Custom?

Custom Helicopters promotes a highly skilled workforce built on mutual respect, supporting personal and professional growth. We offer:

- Competitive Compensation
- Full benefits
- Pension plan
- Employee share purchase plan

At Custom Helicopters, we are committed to fostering a diverse, equitable, and inclusive workplace where everyone feels valued and respected. We believe that a variety of perspectives and backgrounds strengthen our team and contribute to our success. We welcome applications from all qualified candidates, regardless of their background.

Application Deadline: January 30, 2026

