

JOB POSTING

Training Coordinator

We are looking for a Training Coordinator to join our team. 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, the Training Coordinator is responsible for coordinating and maintaining all aspects of company training and qualifications, ensuring records, systems, and regulatory requirements remain accurate and up to date. The Training Coordinator supports departments by organizing training activities, maintaining Pelesys and documentation standards, and helping improve training processes across the organization.

➤ Responsibilities:

- Provide oversight of Qualification currency for all AME's, Pilots, and Training Pilots
- Administration and quality checks of all training records and documents
- Coordinate training with third party providers (TDG, First Aid, Forklift, and MEWP)
- Management of documents sent to training@customheli.com and maintain the ticketing system to ensure requests are managed in a timely manner
- Produce reports with specified information for Maintenance audits, reviews, and Flight Operations
- Provide monthly status reports/meetings for department heads to review training coming due
- Organize/Schedule type training and update/additional training (e.g. CRM) as required
- Book ACP course
- Liaise with PAL course development group on Articulate 360, Mx course developers, and FO course developers
- Assist with course development (course review, certificate, and qualification admin)
- Assist with training forecasting for recurrent pilot groups
- Manage new hire accounts, provide training overview on orientation day, and establish and communicate training plan
- Qualifications & Certificate administration: monitor and adjust to align with regulatory & company requirements as well as Job Roles
- Managing roles and qualifications in Pelesys to ensure everything is correct (e.g., new hires, role changes)
- Standardizing Pelesys courses to ensure consistency and regular updates to content
- Support escalation process for expired training
- Provide guidance to department heads/content creators to improve training quality/user experience
- Support Exam review Policy & Procedure for the organization
- Development of procedures for the training department (including qualification structure to avoid errors/confusion)
- May perform other duties as assigned

➤ Qualifications:

- Post-secondary certificate, diploma or degree in Human Resources or Adult Education.
- Minimum two (2) years of experience in a training and development focused role. Experience in the Aviation industry is considered an asset.
- Ability to develop and implement successful and effective training and development programs and activities.
- Effective communication skills with individuals at all levels of the organization.
- Excellent inter-personal skills, in order to work effectively with various locations, managers, candidate personalities, etc.
- Able to build and maintain lasting relationships with key business partners and employees.
- Highly organized and detail-oriented, while using effective project and time management skills.
- Strong problem identification and problem resolution skills.
- Highly flexible with the ability to respond quickly in a dynamic and changing environment.
- Self-starter with the ability to take initiative and work well individually and as part of a team.
- Proficient computer abilities; including Microsoft Office (Word, PowerPoint, Excel, and Outlook), training/HRIS systems, and other mobile technologies.

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<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: February 27, 2026



Safety. Quality. Value