

DIRECTOR/MANAGER OF AVIATION

Recommended that this position possess the Certified Aviation Manager (CAM) credential. The responsibilities of the aviation department manager or director of aviation can be divided into two categories: Administrative and Operational

1. Administrative

- Developing and instituting department policies and procedures including basic company policies, procedures and objectives into departmental functions
- Preparing annual operating budgets that include operating expenses, facilities, supplies, outside services, personnel, training, capital expenses and reserves
- Monitoring an operating budget on a monthly, quarterly, or semi-annual basis, depending on company procedure
- Reporting deviations between estimated expenditures and actual costs to higher management with appropriate explanations according to company procedure
- Establishing scheduling policies and procedures that provide effective control and management
- Establishing and maintaining liaisons with relevant company personnel
- Establishing, with the cooperation and assistance of company personnel and salary administration officers, minimum employment qualifications, hiring procedures, salary structure, performance appraisal procedures, grade structure and dismissal procedures
- Advising management on the status and requirements for aircraft and other equipment consistent with the company's transportation needs and goals
- Recommending additions to the department, which include comparative aircraft studies
- Establishing measures of effectiveness and efficiency for the department
- Establishing and maintaining records as required by the FARs, manufacturers, and company policies
- Monitoring these records if they are maintained by an outside agency, such as a computer service
- Scheduling and establishing criteria for annual technical audits of the aircraft and maintenance operations
- Reporting results of a technical audit to immediate superiors with an explanation of deficiencies found and corrective actions taken
- Preparing short- and long-range plans that include corporate and departmental objectives
- Developing department personnel to realize their full potential

2. Operational

- Providing leadership and direction to flight and maintenance personnel to ensure personal performance and competence
- Establishing and maintaining an active aviation safety program
- Ensuring that high levels of customer service are provided to the company and its customers
- Maintaining an operations policy manual to include flight, maintenance and pertinent company policies
- Ensuring that department personnel are thoroughly familiar and comply with company policies, appropriate FARs and pertinent operating manuals, practices and publications
- Establishing programs for pilots and maintenance technicians, including proficiency reviews, initial training, recurrent training and upgrade training
- Analyzing various training sources, which could include aircraft training flights, simulator training, en route flight checks, ground school training and prepackaged learning courses
- Anticipating the need for upgrade training to meet additional or replacement needs
- Evaluating department personnel periodically to ensure superior levels of performance
- Establishing standards and limitations to ensure safe and efficient department operations
- Establishing flight dispatch policies and procedures that govern the approval, delay, or cancellation of flight operations
- Monitoring the flight crew and dispatchers to ensure they comply with flight dispatch policies and procedures
- Coordinating the activities of the maintenance department with flight operations to achieve the company's goals and objectives
- Helping personnel understand the company's objectives and each other's needs
- Establishing and monitoring security procedures to protect the aircraft and company facilities
- Establishing and maintaining lists of aviation-related vendors that meet the highest level of aviation safety
- Representing the company in aviation matters through trade associations, the FAA, state or municipal aviation bodies, airport management, community organizations and contract agencies

- Maintaining high morale through an awareness of company and department policies, employee development programs and periodic department meetings for the two-way communication of ideas, goals and objectives
- Implementing specific programs of local, regional or national concern, consistent with company policy, in such areas as affirmative action, energy conservation, equal employment opportunity (EEO) and environmental control
- Establish severe weather/natural disaster procedures to protect personnel, aircraft and facilities. Procedures should address plans (but not limited to) situations involving hurricanes, tornados, high winds, flooding and hail

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