



## JOB POSTING

### POSITION: GROUND OPERATIONS MANAGER

Posted March 12, 2019

*Do you think Canadian airlines can do better? So do we. Come help us revolutionize the entire industry at Jetlines. We are the country's first, true, ultra-low-cost carrier. Here, your job will make an impact.*

*You will help millions of Canadians obtain access to dramatically discounted airfares. And as part of a fast-growing company, you'll get plenty of opportunities to make your mark and make a real difference.*

#### **Summary of Ground Operations Manager position**

Reporting to the Chief Operating Officer, the Ground Operations Manager will play a critical role in Jetlines' operations overseeing all customer service ground activities for operations at its airports. Excellent leadership, management and communication skills are required for success in this role. This position requires a minimum of 5 years' experience working as a Ground Operations Manager within the airline industry.

#### **Responsibilities include:**

- Lead the ground operations team to achieve the highest level of safety, customer satisfaction and on time performance for ground operations.
- Conduct regular safety meetings to ensure proper regulatory compliance with ground operations, including administration of policies, procedures and safety rules.
- Manage and maintain productive relationships with various ground handlers and other departments such as commercial, IT, flight operations and maintenance crew.
- Monitor daily operations to control operating budgets while improving customer satisfaction and on time performance of the airline.
- Consult with management in the development of procedures that support a better customer experience and find operating cost efficiencies.
- Meet all operational performance targets defined by the company.
- Regular analysis and reporting on ground operations financial budget, monthly, quarterly and yearly.
- Coordinate activities with local airport management, community, regulatory agencies and other stations as required to maintain productive relationships.

#### **Primary Qualifications:**

- High school diploma, GED equivalent, and a combination of related experience
- Minimum 5 Years' previous work experience in an airline or airport capacity such as ground operations or airport management
- Working knowledge of aviation safety, compliance and training best practices
- Outstanding communication skills
- Proven leadership and analytical skills
- Demonstrated effective people management abilities
- Class 5 Driver's License



## **WHAT WE ARE REALLY LOOKING FOR:**

The culture at Jetlines is what defines us. We are looking for a team player with strong leadership skills and a keen interest to continually do better. If you have a passion for customer service and prefer to collaborate with others, then this could be a good fit and a great opportunity for you.

Jetlines cares about their people and that philosophy is reflected in its progressive people practices. Expect a fun working environment where you can grow and develop your career in the way you see fit. The sky is the limit!

### **Applications should be forwarded to:**

[Peplemakethedifference@jetlines.ca](mailto:Peplemakethedifference@jetlines.ca)

**\*\*Please include your LinkedIn profile URL along with your resume with your application\*\***

*As opposed to traditional airlines our teams are very small and we will only be able to get back to candidates selected for an interview. We thank you very much in advance for your interest in Jetlines, Canada's first Ultra Low-Cost Carrier.*