



Please send your resume to vanessa.christie@prevailanceaerospace.com if you are interested in the position described below. Thank you.

Title: Assistant Operations Manager

Pay Range: \$8-\$10.10/hour

Job Summary: The Assistant Operations Manager position provides on-site support directly to the Operations Manager and Chief Pilot. Daily duties are in support of aviation training and flight operations, and include both office and hangar/ramp support of all aspects of the operation.

The position includes periods of fast-paced flight operations and training support, and slower periods of administrative support and preparation work for upcoming training. Routine overnight(s) travel is expected to support training events out of state.

Duties and Responsibilities:

Customer Service - Responsible for interfacing and interacting with flying customers, and upon occasion with their leadership, as they arrive on-site, await their training, and prepare to depart after training is complete.

Aircraft & Training Support – Responsible for direct support to customer training events and aircraft support at the direction of the qualified Instructor/Chief Pilot. Specific duties include:

- ‘Dressing’ customers in parachute, helmet and gloves, and escorting to/from aircraft
- Strapping customers into the aircraft cockpit, ensuring their comfort and safety
- Refueling aircraft from gas trucks (actual refueling, not oversight of ground crew)
- Re-spotting, chocking, securing and flagging aircraft
- Cleaning aircraft – cowling, wings and tail. Cleaning the canopy.
- Providing full video camera support (cockpit, wing, tail), video download, etc.
- Flying in aircraft or driving support vehicle to/from remote training sites

Operations Support – Responsible for a wide variety of operations record keeping, scheduling, basic financial tasks and logistic/travel coordination. Specific duties include:

- Build, populate, save, change, publish the Weekly Flight Schedule
- Interface with web-based ‘MyFBO’ for flight scheduling and maintenance status
- Assist with ensuring receipts for expenditures are conveyed to Accounting
- Assist with logistic functions including:
 - Coordinating hangar space, landing fees and off-site airport logistics, etc.
 - Coordinating hotel reservations, rental cars, meals, etc.
 - Assisting with ensuring lunches are provided for all fliers on designated days



Office Support: Responsible for administrative and house-keeping support to daily operations. Specific duties include:

- Keep refrigerators stocked with water/soda
- Runs to/from Virginia Beach Headquarters as required
- Daily mailbox check
- Assist in cleaning, vacuuming, trash removal, etc.
- Other duties as assigned

Required Skills:

- The skill to communicate the company's aviation training offerings effectively and professionally using voice, electronic and written means with potential and current customers.
- The skill to manage information, both hard and electronic copy, to rapidly retrieve and re-file, create new information, update files, expand & improve information organization, etc.
- The skill to manage large volumes of information and data, both written and electronic, accurately, with attention to detail, and with a very low incidence of errors.
- The skill to communicate effectively and professionally using voice, electronic and written means to company executive leadership, other company employees, and corporate partners.
- The skill to understand and follow established company processes, and to suggest improvements or new processes as required to more effectively manage the company's business.
- The skill to use computers for email, file creation and storage and other common tasks requiring a working knowledge of Windows, Explorer, Outlook, Word, Excel, PowerPoint, and SharePoint.

Required Abilities:

- The ability to work comfortably in a fast-paced, dynamic environment with changing schedules and priorities while maintaining focus on critical tasks.



- The ability to prioritize tasking, in the best interests of the company, when faced with competing tasks. Immediate tasking from leadership always has priority.
- The ability to independently discover solutions, or to seek assistance from appropriate sources, when faced with daily dilemmas. Seeking assistance from leadership should be viewed as a last resort.

Credentials and Experience:

The following credentials and experience are required for this position. A combination of formal education and experience that does not meet these criteria will be considered on a case-by-case basis:

- Associates Degree or higher
- Previous work experience in a fast-paced, task saturated environment
- Interest, experience and/or academic study in aviation

Work Environment:

The following characteristics define the anticipated work environment:

- The job site is located in an airfield environment. The work is conducted in a combination of office spaces, covered aircraft hangars, and on the open aircraft ramp. Similar working conditions are expected during travel.
- The position requires the ability to fly, when required, as a passenger in a light civil aircraft, with appropriate safety equipment including a parachute.
- The normal working hours are defined as 0900-1700 with one hour for lunch
- There is no opportunity for 'moonlighting' during the work day
- Custom aviation uniforms will be provided, and required for daily work