



Job Description Title: General Aircraft Maintenance Manager
Division/Department: ABI Operations
Location: Kissimmee
Reports to: General Manager of Operations
Work Schedule: 8:30 a.m. to 5:00 p.m. as scheduled
Must be able to be flexible and work any time on an as needed basis. On call for Flight Operations issues 24/7
Exemption Status: Exempt

Summary of duties and responsibilities:

Manage and implement aircraft maintenance procedures for Pan Am Career Pilot Academy's full fleet of aircraft. Establish and execute a thorough maintenance in order to ensure continuous quality improvement and performance of the aircraft to enhance efficiencies and minimize cost. Plan, coordinate, manage and control resources and personnel to facilitate the alignment of customer goals, initiatives, processes and resources to meet or exceed all operational and regulatory requirements. Provide supervision for all personnel assigned to the Maintenance Department and demonstrate continuous effort to improve operations, decrease cycle time and streamline work processes. Work cooperatively and jointly to provide quality seamless customer service.

Primary duties and responsibilities:

- Ensure the alignment of Pan Am Career Pilot Academy's goals with those of managing an efficient, high quality, safe, reliable, clean and dependable aircraft maintenance department inclusive of people, processes and systems to support the organization.
- Assign metrics/targets to vital objectives; align and prioritize projects/initiatives and opportunities against Pan Am Career Pilot Academy's objectives; set critical success factors/performance measurements to meet regulatory and corporate requirements.
- Meet Pan Am Career Pilot Academy's goals in relation to safety, quality and timely delivery of products.
- Manage the implementation of new Maintenance processes and procedures to meet Pan Am Career Pilot Academy's objectives.
- Provide positive leadership in customer relations and responsible for customer satisfaction for maintenance related issues.
- Support business areas by identifying and establishing key objectives, measures, targets and initiatives for strategic objectives, and critical business operations of Maintenance Department.
- Develop and monitor metrics to clarify objectives, assure standardization, consistency, and implement control plans to lock down new processes for the Maintenance Department.
- Conduct performance reviews of Maintenance personnel per company policy.
- Provide supervision for all personnel assigned to the Maintenance Department and demonstrate continuous effort to improve operations, decrease cycle time and streamline work processes.
- Perform other duties as specified or required by supervisor.

Education, prior work experience, and specialized skill and knowledge:

Prospective applicants must possess a strong and thorough understanding of aircraft safety and maintenance practices, regulatory compliance as well as possess strong customer service attributes to apply. As additional minimum requirements, each applicant must possess the following:

Technical Requirements: FAA Airframe and Powerplant License. Two (2) years' experience in aviation maintenance or a related discipline may be substituted for each year of the four (4) years of college. 15 years of experience with military and/or civilian aviation maintenance systems. 10 years of aviation maintenance management experience is preferred. In-depth working knowledge of military, commercial and FAA technical

publications and a broad based familiarization of the Department of Defense based aircraft maintenance management system are desired. Aviation Maintenance knowledge through formal military or civilian educational schools is desired.

Ability to read, write and interpret statistical reports, technical data and special-operating instructions. Must be knowledgeable with programs such as Excel, Word, Power Point, and Adobe. Must have a high level of both written and verbal communication skills. Customer service oriented.

Physical environment/working conditions:

Office environment. May have some medium lifting required up to 50lbs. May require prolonged periods of sitting, standing walking, bending and stooping.

Equipment/machinery used:

General office equipment, computers, servers, copiers, telephones, and audiovisual equipment.

I have read and understand the duties outlined in this job description.

Employee Signature

Supervisor Signature

Employee Printed Name

Supervisor Printed Name

Date Signed

Date Signed

[Apply Now](#)