



**Job Description Title:** General Manager, Training Operations & Flight Standards

**Division/Department:** Operations

**Location:** Miami Corporate

**Work Schedule:** Monday through Friday  
Monday through Friday 24/7-hour phone coverage  
Must be able to be flexible and work any time on an as needed basis.

**Exemption Status:** Exempt – Full Time

**Summary of duties and responsibilities:**

Provide managerial oversight of assigned training services at Pan Am Miami training facilities including; program and instructor standardization, training services delivery, training documentation, and validity of courseware. Ensure compliance of training services with appropriate regulatory requirements, Company Quality Assurance program and company policies and procedures. Coordinate and support other departments as needed with upcoming airline and private customer training requirements. Manage regulatory relationships for Pan AM's FAR 142 Certificate and ATO including FAA, EASA in addition to airline customer regulators to ensure compliance and customer requirements

**Primary duties and responsibilities:**

1. Monitor and oversee delivery of training services to ensure the highest quality programs and instruction.
2. Monitor and ensure the certification, qualification, currency, and proficiency of instructors.
3. Closely monitors WET training for commercial airline accounts and works closely with the customer POC and ensures the training services, compliance obligations, training material and customer expectations are met.
4. Works collaboratively with OCC Supervisor, Scheduling and Records functions to assist in service delivery and manage contingencies with associated with training delivery. Ensure standardization of program content and delivery.
5. Ensure compliance with all internal and external policies, Corporate Quality Assurance Program, Standard Operating Procedures GOM and applicable, laws and statutes. Where applicable, lead, develop, organize and clarify business operating processes and structure of functional responsibilities for staff direction.
6. Responsible for coordination with OCC Administration in the areas of Student Records functions. Maintain and manage Instructor Training Records.
7. Supervise and coordinate the activities of assigned Program Managers, Evaluators and Instructors.
8. Monitor and ensure the currency of program documents, syllabi and courseware.
9. Provide project direction, set priorities and monitor and measure staff achievement. Interacts with customers to provide direction and guidance on training activities and requirements.
10. Provide support as Program Manager, Evaluator Instructor QA Functions and auditors as necessary.
11. Maintain and continually improve standards of quality and commitment to customer satisfaction.
12. Perform other duties as assigned.

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

Education: Bachelor’s Degree (BA, BS) or equivalent from four-year College or technical school, or four to five years related experience.

Experience: Ten years as instructor, check airman, or aviation management equivalent. Pre requisites to qualify as TCE (Training Center Evaluator). Airline experience preferred.

Specialized skills and knowledge: Airline Transport Pilot Certificate and Type Rating appropriate to one or more program airplanes. Computer literate. Able to work in a team environment and support cultural diversity. Excellent written and verbal communication skills. Customer service oriented.

***Physical environment/working conditions:***

Office, classroom, and simulator cockpit environment. May require light lifting (up to 30lbs). May require prolonged periods of sitting, standing or walking. Must be comfortable in, and able to enter confined spaces. May require prolonged computer monitor and phone usage.

***Equipment/machinery used:***

General office equipment. Classroom and Part Task training devices and equipment. Flight simulators I have read and understand the duties outlined in this job description.

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Employee Signature

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Supervisor Signature

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Employee Printed Name

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Supervisor Printed Name

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Date Signed

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