



MRO Services
Airframe Maintenance - Canada
Windsor

Quick AAR information / resources

Website: aarcorp.com

Careers: aarcorp.com/careers

Email: windsorrecruiting@aarcorp.com

Operations Supervisor/Crew Chief

The position

The role directs and supervises ACAs and Leads who work on one or multiple projects simultaneously. They appoint staff in accordance with priorities established by the Operations Manager. Each employee is assigned to a job in accordance with their qualifications, so as to facilitate their development and to ensure the correct completion of various projects while respecting customer deadlines and requirements. The Supervisor helps to maintain professionalism and good work ethic; it is their duty to be a role model for the staff.

Other key responsibilities include:

- Understand, implement, and develop KPI's to assist with Hangar targets from team leaders, technicians, and Manager of Operations.
- Lead team by communicating job expectations; planning, monitoring, and appraising job results; coaching, counseling, and disciplining employees; initiating, coordinating, and enforcing systems, policies, and procedures.
- Ensure that hangars and equipment are maintained in good working order and report defects to GSE department.
- Act as an inspector, utilizing all applicable licenses/ACA authorities given.
- Accomplish project staff results by communicating job expectations; planning, monitoring, and appraising job results; coaching, counseling, and disciplining employees; initiating, coordinating, and enforcing systems, policies, and procedures.
- Maintains staff by recruiting, selecting, orienting, and training employees and developing personal growth opportunities.
- Maintains workflow by monitoring steps of the process; observing tool control and equipment; monitoring personnel and resources; studying methods; implementing cost reductions; developing reporting procedures and systems; facilitating corrections to malfunctions within process control points; initiating and fostering a spirit of cooperation within and between departments.
- Completes production plan by scheduling and assigning personnel; accomplishing work results; establishing priorities; monitoring progress; revising schedules; resolving problems; reporting results of the process flow on shift production summaries (turn over books).

- Maintains quality service by establishing and enforcing organization standards; Provides project information by compiling, initiating, sorting, and analyzing production performance records and data; answering questions and responding to requests.
- Creates and revises systems and procedures by analyzing operating practices, record-keeping systems, forms of control, and budgetary and personnel requirements; implementing change in collaboration with Manager and team members.
- Maintains safe and clean work environment by educating and directing personnel on the use of all control points, equipment, resources and maintaining compliance with established policies and procedures.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies.
- Promote and actively engage in reviewing the data driving continuous improvement activities & initiatives and as required, work with Continuous Improvement Specialist to support implementation of required changes to identify and target improvement opportunities for the business to improve.
- Actively participate in AAR Aircraft Services Windsor's Safety Management System (SMS) including reporting safety hazards and incidents encountered in daily operations; understand and promote the company safety policy.

Total rewards

As a team member, you receive:

- Pay Range: \$42.12 to \$50.82
- Comprehensive benefits package
- RRSP Contribution – employee and employer
- Annual uniform and safety boot allowance
- Paid time off benefits, including 11 company paid holidays
- Third-party discounts
- Relocation assistance may be provided, if required
- Training and development opportunities and education assistance program
- Staff engagement and recognition events

Performance objectives

- **Teamwork** – collaborates with colleagues to achieve results and is also comfortable working independently
- **Management** - must possess coaching and development skills, and have the ability to lead by influence.
- **Adaptability** – adjusting effectively to change by exploring the benefits, trying new approaches and collaborating with others to make the change successful
- **Building trust** – operates with integrity, discloses own positions, remains open to ideas, and supports others through dignity, respect, and fairness
- **Building relationships and partnerships** – develops and leverages relationships within and across teams to achieve results
- **Communication** – conveys information and ideas clearly and concisely to individuals or group in an engaging manner, helping them understand and retain the message. Listening actively to others
- **Quality orientation** – accomplishes tasks by considering all areas involved, no matter how detailed

- **Sound professional judgement** – applied to problem solving, analyzing and decision making
- **Accountability** – Assuming responsibility and accountability for successfully completing assignments or tasks
- **Analytical skills**- must be able to use data to determine cause and effect for complex problem solving
- **Ability to multi-task**, able to complete tasks quickly, efficiently, and accurately the first time
- **Ability to make** timely and informed decisions in a high-pressure environment.

Education and experience

- Minimum of 5 years' experience working as an M2 ACA
- Minimum of 2 years' experience in a leadership role
- Ability to work with minimal supervision
- Able to interpret engineering drawings, technical maintenance documents, CMM's etc to perform tasks and order parts specific to aircraft configuration
- Proficiency in Microsoft office products, while being computer literate and able to type effectively
- Clear understanding of Canadian Aviation Regulations (CARS)

Working Conditions

- Work on the hangar floor
- Shift work may be required
- Computer desk work
- Overtime may be required

Why should you apply?

- AAR is the only aerospace / defense company on Forbes' America's Best Mid-Size Employers list.
- Our innovative and entrepreneurial culture encourages employee input in every aspect, from day-to-day activities to the company's future growth.
- Our learning and career development program affords employees a learning path with the necessary tools and resources needed to help build their career at AAR.
- We support non-profits and organizations that work to improve society in four primary areas: veterans and active military; education with an emphasis on STEM; health and wellness; and diversity / inclusion.

About AAR

AAR is an awarded global aerospace and defense company that offers employees a long-term career pathway and the opportunity to work with a great team! At AAR, our people remain our priority! We create the #BestTeamInAviation by focusing on recruitment, training, growth, engagement, and retention. AAR employees are empowered to meet their individual professional development goals through our global learning and development program, mentorship program, leadership training, continued education, networking, and much more!

AAR is committed to building a diverse and inclusive workforce. We encourage applications from people of all races, ethnic origins, religions, abilities, sexual orientations, gender identities, or

expressions. We are dedicated to the health and safety of our people, our customers, and the communities where we live and work.

Qualified applicants may email their resume to windsorrecruiting@aarcorp.com up to and including **April 1, 2024**.

Please quote file #AAR-136. Please submit your resume in MS Word or PDF format.

Although all applications are appreciated, only those candidates selected for an interview will be contacted.