



MRO Services
Airframe Maintenance - Canada
Windsor

Quick AAR information / resources

Website: aarcorp.com

Careers: aarcorp.com/careers

Email: windsorrecruiting@aarcorp.com

Director Operations

The position

Reporting to the Vice President, Operations, the Director Operations will be responsible for oversight, development and management of Hangar Operations, processes, controls and reporting across the AAR Airframe maintenance environment. This role is responsible for the overall management of the department they oversee and guidance to partners who share processes or controls, ensuring continuous improvement, development and implementation of efficient operations, policies, procedures and cost-effective systems to meet current and future needs of the organization. As a people leader, this role must ensure there is a strong safety culture, regularly demonstrating AAR's values. Other key responsibilities include:

- Work strategically to successfully implement business plan objectives, complete regular reporting, and ensure proper governance within the teams this role oversees.
- Promote AAR's mission, purpose, and values to ensure a strong culture and success.
- Lead team by communicating job expectations; planning, monitoring, and appraising job results; coaching, counseling, mentoring and disciplining employees; initiating, coordinating, and enforcing systems, policies, and procedures.
- Work with direct reports and other department leaders to manage the day-to-day operations, effectiveness of the teams ensuring quality of service is provided and objectives are achieved.
- Work collaboratively with customers to build and maintain strong relationships.
- Responsible for maintaining compliance with the conditions and restrictions set forth in the Company's MPM manual with respect to certifications, processes and procedures.
- Work with direct reports to revise and/or create policies and procedures and support their implementation.
- Provide oversight of corporate reporting, KPIs and procedures applicable to department this role is overseeing.
- Actively participate in AAR Windsor's Safety Management System (SMS) including reporting safety hazards and incidents encountered in daily operations; understands and promotes the company safety policy as well as Continuous Improvement initiatives.

Total rewards

As a team member, you receive:

- Comprehensive benefits package
- Bonus plan

- 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

- **Strategic Planning** – obtaining information and identifying key issues and relationships relevant to achieving a long-range goal
- **Business Savvy** – using one’s knowledge of economic, financial, market and industry trends to understand and improve individual work group, and/or organization results
- **Building Relationships & Partnerships** – developing and leveraging relationships within and across teams to achieve results
- **Building Trust** – operates with integrity, discloses own positions, remains open to ideas and supports others through dignity, respect and fairness
- **Diverse Mindset** – making decisions and initiating action to ensure that policies and procedures leverage the capabilities and insights of individuals with diverse backgrounds, cultures, styles, abilities and motivation
- **Communication** – conveying information and ideas clearly and concisely to individuals or group in an engaging manner that helps them understand and retain the message. Listen actively to others
- **Negotiating skills** – must have confidence and the ability to be persuasive and assertive
- Knowledge of MS Office, proficiency with company software and ability to learn new software

Education and experience

- Bachelors Degree in related field
- AME or equivalent License
- Minimum 8 years of directly related experience at a similar level

Working Conditions

- Office and hangar floor environment
- Desk work using a computer
- Travel may be required for other site visits

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!

Qualified applicants may email their resume to windsorrecruiting@aacorp.com up to and including **June 4, 2024**.

Please quote file #AAR-149. 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.

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.

AAR provides accommodation in accordance with applicable laws through all stages of the hiring process. If you require accommodation for any part of the application and/or hiring process, please advise Human Resources.