



AAR-209 OPERATIONS MANAGER

Description:

The Operations Manager reports directly to the Director of Operations (PRM) and must have the ability to lead and direct crews and the shops. This position is responsible for leading, organizing, planning, staffing and day to day running of the 737 or ERJ Programs as applicable. This position will ensure development, implementation, and execution of efficient operations and cost-effective processes to meet current and future needs of the organization. Responsible for oversight of all maintenance staff in support of the on-time delivery of Aircraft. This position works closely with all departments to support business operations. As a people leader, this role must ensure there is a strong culture, regularly demonstrating AAR's values.

What you will be responsible for:

- Supervise all maintenance personnel and be directly responsible for the airworthiness of the aircraft under his jurisdiction
- Ensure that parts, materials, tools and equipment are readily available to the Technicians when needed
- Monitor all inspections, modifications, installations & repairs on aircraft components
- Make sure that personnel are informed of and adhere to establishment rules and regulations
- Prepare work progress reports for the Director of Operations (PRM)
- Improve the efficiency and competence of the employees under his supervision
- Advise the PRM in the revision of work programs in progress and keep him informed of trends and problems
- Conduct immediate investigations and complete report of accidents causing damage to aircraft and other equipment
- Adhered to the SMS and working in conjunction with the SMS Manager
- Evaluate manpower requirements for actual and future maintenance contracts for all trade personnel working in maintenance. Establish and maintain maintenance performance, make recommendations to the Director of Operations (PRM)
- Ensures Ground support equipment and tooling are adequate and maintained to perform maintenance under AAR Aircraft Services Windsor certificates
- Accomplish other tasks as directed by the Director of Operations (PRM)
- Ensure safety, quality and compliance is maintained throughout the hangar
- Work strategically to successfully implement business plan objectives, provide regular reporting, and ensure proper governance within the teams this role oversees.
- Promote the mission, vision, and values that AAR has developed in order to maintain and foster a strong culture and success orientated 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.
- Oversight of people resource planning for direct departments and ensuring the right resources are assigned to achieve objectives.
- Work collaboratively with planning and programs, VP Operations and department leaders to understand and project workload(s) for the hangar, both short and long term.
- Ensure employees within area of responsibility have clear direction on their progression path(s) within their trade and support the transition of Mechanics to type licensing qualifications.
- In collaboration with the training department, ensure that technician competency is maintained through training and continuing education.
- Work collaboratively with customers to build and maintain strong relationships. Review customer support processes and provide input into ensuring customer satisfaction.
- Revise and/or create policies and procedures and support their implementation.
- Work with VP Operations and department leaders, to review and report on facility budget.
- 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 Windsor's Safety Management System (SMS) including reporting safety hazards and incidents encountered in daily operations; understands and promotes the company safety policy.
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What you will need to be successful in this role:

- Previous Crew Chief or supervision experience required
- Transport Canada AME license or equivalent
- Minimum 5 years of directly related experience
- Knowledge of MS Office, with intermediate to advanced Excel skills
- Demonstrated ability to learn new software

Physical Demands/Work Environment:

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Office Environment with regular visits to the hangar floor
- Desk work using a computer
- Travel on occasion in support of customer visits and business reviews

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.

How To Apply

Qualified applicants may email their resume to windsorrecruiting@aarcorp.com. Please quote file **AAR-209**. Please submit your resume in MS Word or PDF format by **May 8, 2026**.

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.