



Employment Opportunity

Inflight Supervisor, Training & Standards

Competition: 4N23-041
Wage: Commensurate with experience
Hours of Work: Full-time
Closing Date: Until Filed
Location: Whitehorse, Yukon

Air North, Yukon's Airline is composed of a team of professional and highly energetic people from around the world. We aspire to be the leading Airline of choice when traveling to or from the Yukon. We are looking for experienced, highly motivated, and talented people who are interested in a unique challenge and opportunity to contribute to the success of our Airline.

As the Inflight Supervisor of Training and Standards you will report to the Flight Attendant Manager and be responsible for the development and maintenance of Flight Attendant training and onboard operational requirements. You will ensure that Air North's training programs meet all appropriate regulatory requirements and will inspire excellence and quality of service within a team environment while developing, coordinating, conducting and managing all aspects of the In-Flight training programs.

Why work for us?

- Employer paid health & dental benefits
- Phenomenal travel benefits – local and international!
- Group RRSP investment options
- Fuel discounts with our subsidiary company – Chieftain Energy
- Opportunities for advancement in your career and feeling of giving back to the community

Duties and Responsibilities Include:

- Responsible for all Flight Attendant training and record keeping
- Ensure all training meets the appropriate regulatory requirements (e.g., TC, CARs)
- Responsible for the accurate maintenance of Flight Attendant training records
- Support FAM revisions and assist with the maintenance of the Line Indoc process
- Provide feedback on any operational, grooming, and service standards
- Ensure the actioning and distribution of all occurrences and cabin crew reports
- Liaise with Manager and HR in recruitment, development and performance management
- Act as liaison between Management and Flight Attendants to communicate key information, answer questions and resolve operational issues
- Share on-call operational responsibilities with the Flight Attendant Manager including, but not limited to, line flying while maintaining currency as and In-Charge Flight Attendant
- Perform general administrative duties such as SMS program support

Knowledge, Skills and Abilities:

- Working knowledge of the Canadian Aviation Regulations (CARs)
- Effective communication, conflict resolution skills and problem-solving skills
- Exceptional organizational and time management skills
- Ability to work independently and alongside varying teams with the ability to motivate
- Excellent facilitation and instructing skills and ability to motivate and inspire a team
- Knowledge of Health and Safety standards and practices
- Adept at problem solving – facilitate input from the cabin crew perspective when problems arise, and help the operations team determine the best course of action
- Respectful, friendly, courteous, approachable and a confident leader
- Knowledge of Microsoft Outlook, Word, Excel, PowerPoint

Qualifications/Conditions of Employment:

- Possess sound knowledge in training and development
- Proven leadership skills and supervisory experience
- Successfully completion of Flight Attendant In-Charge training within eight (8) weeks from hire date and maintain qualifications throughout career
- Minimum 2 years' experience in customer service

flyairnorth.com

150 Condor Road
Whitehorse, Yukon
Y1A 0M7
Canada

USA/CANADA
1.800.661.0407

PHONE
867.668.2228

- Required to maintain a valid Restricted Area Identification Card (RAIC)
- Able to perform all duties under stressful conditions beyond the employee's control
- Must be legally eligible to work in Canada

How to Apply:

Please submit your resume and cover letter quoting competition number 4N23-041 to the Human Resources Department by April 26, 2023:

Email: careers@flyairnorth.com

We wish to express our appreciation to all applicants for their interest in this position. Due to the substantial volume of applications, we receive, only qualified candidates selected for an interview will be contacted.

Air North is committed to employment equity and welcomes applications from diverse and underrepresented groups. If you require assistance and/or a reasonable accommodation during the application or recruiting process, please contact careers@flyairnorth.com.

Air North, Yukon's Airline has been serving Yukoners for over 40 years. We offer competitive wages, an attractive benefits package including great travel perks, and an enriching work environment for our 450+ employees.

