

PERSONAL FLIGHT CONTROL
DISPATCH SUPPORT
LIGHT SUPPORT/INTEGRATED

INTEGRATED OPERATIONS CONTROL CENTRE CAREER GUIDE
your possibilities are endless

OPERATIONS CENTRE
DUTY MANAGER
OPERATIONS



AIRSPRINT

MISSION AND VALUES

Our mission is to provide successful Canadians with a better choice for optimizing their time by enhancing the private jet ownership experience with industry-leading safety standards, exceptional turn-key service, and increased flexibility, all at a fraction of the cost, and personalized for their individual needs.

Safety

Safety is our first priority, nothing is more important.

Service

We deliver exceptional customer service through passionate pursuit of excellence in everything we do.

People

We foster relationships with all stakeholders through respect and fairness.

Integrity

Our actions are guided by integrity, as the long term rewards are incalculable.

Humility

We are our own toughest critic and strive to improve in everything that we do.

Community

We will be good corporate citizens and give back to the communities in which we work and live.



YOUR CAREER

WHY WORK FOR AIRSPRINT?

AirSprint is looking for enthusiastic and customer-focused people to join our Integrated Operations Control Centre (IOCC) team. AirSprint offers a unique working experience in the IOCC, where managing a dynamic schedule results in an energetic environment where no two days are the same. We take pride in providing our clients with the very best support team in the private aviation industry, by developing strong relationships with our customers and service providers.

We ask that our team take care of our clients and in return we do our best to make AirSprint the very best Private Aviation company to be employed with. We strive to create a company culture that is welcoming, inclusive and representative of Canada - and we are taking steps to ensure employees have a sense of belonging, value, and opportunity. No one is a number at AirSprint; all employees have a right to be heard and help shape the future of the company, its operations and the excellence we strive to achieve every day. Take a look and see if AirSprint is the company for you.

- ⇒ **We are Canada's largest and North America's newest fleet of fractional aircraft.**
- ⇒ **Stable schedule and comfortable working environment.**
- ⇒ **Attractive benefits, annual salary increase and overall job security.**

AirSprint is Canada's premier leader in fractional aircraft ownership and private aviation. Our primary areas of operation include Canada, the United States, Mexico, and the Caribbean. We are a customer service company that uses business aircraft to meet the travel needs of our extraordinary client base. Our mission is to accomplish these needs with an unparalleled level of customer service and attention to detail.

While accomplishing our mission we also like to think of AirSprint as an exciting place to make a rewarding and satisfying long-term career. We strive to be a leader by offering a low pressure, safety first environment, where all required resources are provided without hesitation.

We are committed to creating a company culture that is welcoming, inclusive and representative of Canada - and we are taking steps to ensure employees have a sense of belonging, value, and opportunity. Since the company entered the Canadian aviation market in 2000, we have seen a long continuous stretch of prosperity and growth which has led us to be recognized amongst Canada's Best Managed Companies and Top Growing Companies.

The outlook is bright for AirSprint, and as we continue to grow and expand, we will be looking for exceptional people to join our team—see what AirSprint can do for you.

WAGES + BENEFITS

ATTRACTIVE BENEFITS AND OVERALL JOB SECURITY

PAY SCALE

IOCC employees at AirSprint enjoy competitive salaries based on their experience. All employees can expect a yearly increase on the anniversary of their date of hire. The annual increase is based on time in the position and job performance.

Duty Manager	Flight Supporter	Flight Follower	Personal Flight Concierge	Travel Coordinator
\$ 67,275 to \$ 85,670	\$ 53,820 to \$ 70,225	\$ 48,000 to \$ 62,630	\$ 53,820 to \$ 70,225	\$ 48,000 to \$ 62,630

HEALTH CARE BENEFITS

AirSprint has GroupHEALTH medical, dental, vision and emergency travel coverage for all of our employees. For the first 5 years of employment the company will pay 75% for most of your premiums, after 5 years the company will cover 100% for most of your premiums. Our program also covers short & long term disability and life insurance valued at up to 2 years worth of salary. We provide annual health and wellness spending accounts. We also provide an employee and family assistance program.

RRSP PLAN

AirSprint offers an RRSP contribution matching plan that may be enrolled in immediately upon hire. AirSprint will match dollar per dollar up to 5% of your salary from date of hire and 6% after completion of 5 years of service.

SCHEDULE

There are two groups within the IOCC. Owner Services is our team of Personal Flight Concierges. Flight Operations is made up of Flight Followers, Flight Supporters and Duty Managers.

Personal Flight Concierges work a 4 on, 3 off schedule. Shifts are 11hrs (inclusive of the 1 hour unpaid break) with 7 days per week coverage from 0600 – 2100. Our schedule currently consists of 2 rotations; Sunday to Wednesday and Wednesday to Saturday.

Duty Managers, Flight Supporters and Flight Followers work 4 on and 4 off schedules. Shifts are 12 hours long (inclusive of the 1 hour unpaid break). Flight Support and Duty Manager shift times are throughout the day and include an overnight shift.

VACATION

IOCC employees at AirSprint receive 2 weeks of paid vacation per year for the first 3 years of employment, 3 weeks of paid vacation per year after 3 years of employment, and 4 weeks of paid vacation per year after 10 years of employment.

AIRSPRINT GO

AirSprint's business model results in frequent repositioning flights. Through our AirSprint GO program we allow friends and family to travel along with employees on a set number of repositioning flights, with certain restrictions. There are many common destinations, and we are happy to say our team members and their friends and family have been able to take advantage of some excellent travel opportunities at no charge.

OUR AIRCRAFT

CANADA'S LARGEST + NORTH AMERICA'S NEWEST FLEET

AirSprint currently operates Embraer Praetor 500, Embraer Legacy 450/500, Cessna Citation CJ2+, and Cessna Citation CJ3+ aircraft to fulfill our fractional flying needs. Our modern aircraft fleet is maintained to an exceptionally high standard by our in-house maintenance departments in Calgary and Toronto. We take pride in our aircraft and maintain a strict standardization between the airplanes in the fleet.

PRAETOR 500	LEGACY 450/500	CITATION CJ3+	CITATION CJ2+
			
<p>8/9 Passengers 45,000 ft Service Ceiling ProLine Fusion Avionics Coast-to-Coast Capabilities WiFi</p>		<p>7 Passengers 45,000 ft Service Ceiling Garmin G3000 Avionics XM Weather WiFi</p>	<p>7 Passengers 45,000 ft Service Ceiling Pro Line 21 Avionics XM Weather WiFi</p>

DUTY MANAGERS are our Mission Control leaders, ensuring operational quality from the flight's start to finish. Duty Managers make it all happen by efficiently scheduling aircraft and flight crew while leading and collaborating with a diverse, multidiscipline team. It is an exciting, fast-paced work environment with rewarding career opportunities.

FLIGHT SUPPORTERS act as a third crew member on the ground, ensuring everything runs smoothly, and our flight crew is successful. From preparing flight plans and weather briefs to arranging global logistics, our Flight Support team takes the utmost care of our pilots and Fractional Owners. Flight Supporter with AirSprint is a dynamic, exciting, and rewarding role, making it happen day in and out.

FLIGHT FOLLOWERS are the eyes and ears of our Operations Control team and the lifeline to our flight crew. Flight Followers closely monitor the aircraft's locations and statuses, ensuring proper adherence to procedures throughout all flight phases. Flight Followers ensure all departments and external service providers have up-to-date arrival and departure times so our Fractional Owners can travel worry-free.

PERSONAL FLIGHT CONCIERGES are the key point of contact for our Fractional Owners and ensure exceptional customer service throughout the entire experience. From booking to arrival, our Personal Flight Concierge team is always prepared to respond to our Owner's trip requests, ensuring bookings are accurate, customized, and communicated.

TRAVEL COORDINATORS actively communicate with the Operations Control team to ensure that all crew logistics are arranged in a timely and efficient manner, and in compliance with crew duty regulations and AirSprint standards. They provide exemplary customer service to our Fractional Owners and focused service to our crew.

OUR CAREERS

TOOLS TO SUCCEED

FULFILL CLIENT'S EXPECTATIONS & ENSURE SAFE EFFICIENT OPERATIONS

We believe in giving our employees the tools to succeed in our Integrated Operations Control Centre (IOCC). Through company policies and procedures, we are continually improving and striving to fulfil our client's expectations and ensure safe efficient operations for our flight crews. Some of the tools in place at AirSprint are as follows:

INTEGRATED OPERATIONS CONTROL CENTRE HANDBOOK: Our IOCC handbook provides a go to resource for information which covers many aspects of the job. From company leave to general duties, all of the departments administrative rules can be found here.

IOCC MANUALS: All the processes and procedures performed on a daily basis are found here. This is the step by step how to guide used by all IOCC staff. If you aren't sure, the answer is probably here.

DUTY MANAGER: The Duty Manager is available 24 hours a day for last minute bookings or operational issues that may arise late at night.

DUTY PILOT: IOCC has 24 hour/ 365 day immediate access to the on-call duty pilot for questions, concerns, operational assistance or anything else IOCC may want to know about flight operations and aircraft limitations.

24HR MAINTENANCE: In house maintenance is on call 24 hours a day for those unfortunate late night maintenance hiccups. The condition of our aircraft and the safety of the people on board is always a top priority at AirSprint.

SAFETY MANAGEMENT SYSTEM (SMS): AirSprint's internal Safety Management System promotes non-punitive self reporting and operational observations to help be proactive when dealing with potential safety concerns. Remember, Safety is one of our core values and we take that very seriously.

AIRSPRINT SERVICE AND QUALITY REPORTS (ASQ): AirSprint Service and Quality program is our primary internal reporting and tracking system for maximizing quality and continuous improvement. We use ASQs for reporting client concerns, self-reporting mistakes, and commenting on anything that might be out of the ordinary. All these reports are accepted, recorded, and reviewed on a weekly basis.

TRANSPARENCY: We believe that being honest and transparent with our IOCC team members is the best way to foster strong long term relationships. You are not a number, you are a person and play a crucial role in AirSprint's success.

HIRING PROCESS

WHO WE ARE LOOKING FOR

We are looking for skilled and enthusiastic individuals who will make us better while embracing our culture, company values, and work ethic. We require our IOCC team to be skilled in customer service as this is what defines our excellence and sets us apart from the competition. We want mentors and leaders to help move AirSprint forward as we are always seeking ways to improve. If this sounds like you, we would be happy to speak with you about a career at AirSprint.

Integrated Operations Control Centre (IOCC) Requirements

DUTY MANAGER

- Problem solving & decision making
- Leadership
- Knowledge and understanding of Transport Canada regulations and standards
- Experienced in aviation logistics

FLIGHT FOLLOWER

- Time management within a dynamic environment
- Able to communicate effectively
- Strong attention to detail and problem-solving skills
- Works well in a fast-paced environment with frequent interruptions

FLIGHT SUPPORTER

- Time management within a dynamic environment
- Strong organizational and multitasking abilities
- Ability to collaborate across teams to solve problems
- Previous airline and/or logistics experience considered an asset

PERSONAL FLIGHT CONCIERGE

- Exceptional customer service
- Effective and tactful verbal and written skills
- Strong multi-tasking and time management skills
- Fine attention to detail

TRAVEL COORDINATOR

- Passion for providing exceptional customer service
- High attention to detail
- Strong multi-tasking and time management skills
- Previous aviation and/or travel agent experience

VIEW CURRENT JOB POSTINGS: [AirSprint.com/Careers](https://www.airsprint.com/careers)

APPLICATION PROCESS

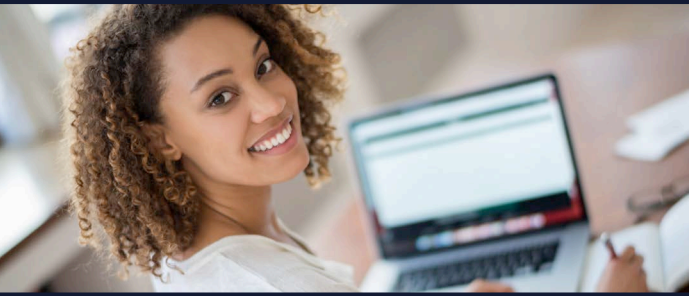
You can apply for a job at AirSprint by visiting the Careers section on our website. By clicking on the job opening, you'll be directed to our Dayforce recruitment portal. All applications will be reviewed, identifying those that meet both our experience requirements and who we believe will most closely represent our company values and culture.

INTERVIEW

Shortlisted applicants will be contacted to arrange an interview, which can take place in Calgary. If distance or schedule present an obstacle to hold an in-person meeting, AirSprint can arrange a virtual interview.

CONTRACT OF EMPLOYMENT

Candidates who successfully complete the interview and any other selection requirements will be offered a Contract of Employment. If and when the Contract of Employment is accepted and returned to AirSprint, we will then consider you to be hired and will start organizing the training process.








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FLIGHT SUPPORT//INTEGRATED OPERATION//CUSTOMER SERVICE//PERSONAL FLIGHT CONCEPT//MEMBERSHIP//DUTY MANAGER

Have what it takes? We are always looking for skilled, enthusiastic and customer focused people to join our team! Visit AirSprint.com/careers for open positions!



INTEGRATED OPERATION//PERSONAL FLIGHT CONCEPT

Calgary | 1910 McCall Landing NE | Calgary, AB
Toronto | 6120 Midfield Road | Mississauga, ON
Montréal | 9785 Ryan Avenue | Dorval, QC
1.877.588.2344 | FlyASP@AirSprint.com
Connect with us:      | AirSprint.com



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