



INTEGRATED OPERATIONS CONTROL CENTRE CAREER GUIDE

Your career possibilities are endless.

AirSprint
PRIVATE AVIATION

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 Fractional Owners 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 Fractional Owners 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. 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.**
- ⇒ **We offer a stable schedule and comfortable working environment.**
- ⇒ **We provide attractive benefits, annual salary increase and overall job security.**

AirSprint is Canada's premier leader in Fractional Jet 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 Fractional Owners. Our mission is to accomplish these needs with an unparalleled level of customer service and attention to detail.

While pursuing our mission, we also see AirSprint as an exciting place for IOCC team members to build a rewarding and fulfilling long-term career. We strive to be an industry leader by providing a safety-first environment where employees have access to all the resources they need—without hesitation.

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

SALARY

IOCC employees at AirSprint enjoy competitive salaries based on their experience. Additionally, all employees can expect an annual salary increase based on performance and time in the position.

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	\$ 50,000 to \$ 65,240

WELL-BEING BENEFITS

AirSprint offers a competitive group benefits plan with extended health, dental, and vision care; emergency travel coverage; short and long-term disability coverage; AD&D, and life insurance. We also provide a flexible spending account that employees can allocate between health spending or wellness spending. AirSprint also offers an employee and family assistance program, e-pharmacy services, and virtual healthcare options.

RRSP PLAN

AirSprint offers an RRSP matching program available immediately upon hire. We match dollar-for-dollar up to 5% of your salary from your start date, increasing to 6% after five 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 four-on/four-off schedule. Shifts are 12hrs (inclusive of the one-hour unpaid break) with seven days per week coverage from 05:00 – 21:00 MST.

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

PAID TIME OFF

We offer various types of leave to support employees' well-being and work-life balance. All employees receive two weeks of paid time off, inclusive of vacation and float leave (for scheduled employees), during the first three years of employment. This increases to three weeks starting in the fourth year and four weeks after completing 10 years of service. In addition, employees are entitled to other types of paid time off, including personal, flex, and sick leave.

AIRSPRINT GO

AirSprint's business model results in frequent repositioning flights. Through our AirSprint GO program, we allow family and friends 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 family and friends 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 500/600, Embraer Legacy 450/500, Cessna Citation CJ3+, and Cessna Citation CJ2+ 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.

EMBRAER PRAETOR 500



- 8 Passengers (up to 9)
- ProLine Fusion Avionics
- Coast-to-Coast Capabilities
- Wi-Fi

EMBRAER LEGACY 450



CESSNA CITATION CJ3+



- 6 Passengers (up to 7)
- Garmin G3000 Avionics
- XM Weather
- Wi-Fi

CESSNA CITATION CJ2+



- 6 Passengers
- ProLine 21 Avionics
- XM Weather
- Wi-Fi

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 day 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 Fractional Owners' 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 OWNERS' 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 Fractional Owners' 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.

24-HR 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 our 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 Fractional Owners' 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 multi-tasking 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://airsprint.com/careers)

APPLICATION PROCESS

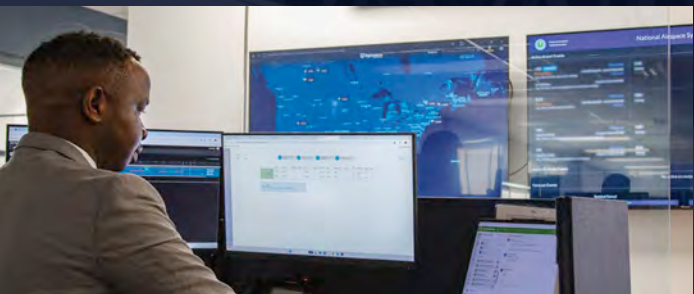
You can apply for a job at AirSprint by visiting the Careers section on our website. By clicking on the job opening, you'll be directed to our Dayforce recruitment portal. All applications will be reviewed, identifying those that meet both our experience requirements and who we believe will most closely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

INTERVIEW

Shortlisted applicants will be contacted to arrange an interview, which can take place in Calgary or Toronto. 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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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!

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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