



## WESTERN GLOBAL AIRLINES, LLC

TITLE: <b>Manager of Flight Following</b>	DEPARTMENT: <b>NCC</b>
REPORTS TO: <b>Director of NCC</b>	MAIN BASE: <b>Estero, FL</b>
PAYRANGE: <b>TBA</b>	DATE REVISED: <b>2018</b>

### ***JOB DESCRIPTION***

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#### **Responsible for the functions of Operations Control supervision:**

The Manager of Network Control Center – Flight Following will be current and qualified in accordance with Western Global Airlines Training Manual (TM), the Flight Operations Manual (FOM), the Network Control Center Manual (NCCM) as well as applicable Federal Aviation Regulations (FARs).

The Manager of Network Control Center – Flight Following must be a full-time employee of Western Global Airlines, although this does not preclude him from performing other duties as necessary.

The Manager of Network Control Center – Flight Following must be knowledgeable of the computer system used in Operations Control.

The Manager of Network Control Center – Flight Following must have at least 1 year of experience in with a Complex International Part 121 Operator that operates large aircraft.

- Shall positively support and promote Safety, Security and Quality as a fundamental function of the overall operation.
- Developing and maintaining standard operating procedures for Flight Followers
- Twice a year evaluate each Flight Follower and based on the strengths and weaknesses make recommendations to DNCC for recurrent and enhanced training.
- Ensuring all Flight data is properly maintained in Blue One.
- Maintaining 3 months of Flight Paperwork and Flight Envelope Files.
- Perform other duties as assigned by the Director of System Operations.
- Responsible for providing and maintaining training the flight following staff to ensure safe and legal operation.
- Overall Authority to establish and modify training material and the training programs of the operations center.
- Develop and conduct Flight Follower training course ware and testing material that meets or exceeds all FAA and Western Global Airlines Requirements.
- Forecast future training needs based on industry best practices and proposed regulators changes.
- Develop and improve all departmental training curriculum and competency evaluations.
- Audit training programs on a regular basis for compliance, quality, and efficiency.
- Responsible for the creating quality control programs that help enhance compliance, safety and efficiency within the Network Control Center department.

*The above responsibilities, duties, and skills are intended to describe the general requirements of the position. They are not intended to be an exhaustive list of all responsibilities, duties and skills required.*

- Responsible for tracking and ensuring compliance with all Network Control Center audits.
- Conduct Flight Follower initial, recurrent, transition, special segment or any other training directed by the Director of NCC or his designee.
- Administer competency evaluation as required.
- Assist departmental leadership in researching new areas of operations, changes to procedures, or technology.
- Work corroboratively with departmental managers to train the process and procedures which standardize common functions.
- When required, assist departmental leadership in researching operational control related inquiries

### **Education and Technical Requirements**

- Previous Part 121 Airline experience within the last 3 years - highly preferred.
- Minimum 3 years' Airline Operations Experience.
- Excellent organizational skills
- Previous experience negotiating rates and contracting is strongly preferred.
- Knowledge of airline scheduling software is a plus
- Must possess the desire and ability to work in a fast-paced environment, and work well under pressure
- Must have knowledge of world geography with regard to continents, countries and major cities
- Ability to make quick decisions while working in a high pressure, ambiguous environment while handling multiple tasks
- Must be self-motivated with the ability to work independently and remain focused on critical issues
- Must have excellent written and verbal communication
- Knowledge of Part 121 Federal Aviation Regulations a plus
- Must possess a valid FAA issues Aircraft Dispatch License.

### ***THE COMPANY***

Headquartered in Estero Florida, Western Global Airlines is an expanding FAA 121 certified cargo airline, operating MD-11 and 747-400 freighters throughout the world and offering exciting career opportunities. If you are a highly qualified excellent candidate looking for a fascinating, challenging, and meaningful career in the airline industry, with the added benefits of Southwest Florida's lifestyle, culture, beaches, warm weather activities, and the financial advantages of low cost living free of state income tax, we encourage you to send your resume to Human Resources at: [Cynthia.apicella@westernglobal.aero](mailto:Cynthia.apicella@westernglobal.aero) or visit our website at <http://www.westernglobalairlines.com/Careers>. We offer a highly competitive compensation and benefits package along with excellent advancement and growth potential.

### **EQUAL OPPORTUNITY**

Western Global Airlines is an Equal Opportunity Employer. It is the continuing policy of the Western Global Airlines to afford equal employment opportunity to all employees and applicants for employment without regard to race, color, religion, sex, sexual orientation, national origin, citizenship, place of birth, age, disability, veteran status, gender identity or any other characteristic or status protected by applicable law, in accordance with federal, state and local laws.

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