

Operations Manual Specialist
AviationManuals
Rockville, MD

Description

An industry-leading private aviation group is seeking an Operations Manual Specialist to support its continued growth. This is an excellent opportunity to experience the dynamic business aviation industry and the safety sector. The company develops Safety Management Systems (SMSs), offers proprietary SMS software, and produces operations manuals for thousands of customers. The worldwide customer base and expanding target market includes Fortune 500 flight departments, aircraft management companies, and private owner/operators of business jets, FBOs and commercial drone operators. Full-time employees receive paid benefits, including health insurance, a 401(k) with a company match, paid holidays, and paid vacation time that increases with additional years of service.

Principal Responsibilities

- Support development of manuals, programs, and other documentation for business aviation and commercial drone operators.
- Ensure manual content is in accordance with applicable regulations, manufacturer guidance, accreditation standards, and industry best practices.
- Assist in configuring proprietary software to prepare documents for production.
- Maintain and build relationships with aviation regulatory authorities (FAA, DCA, CAA, etc.).
- Respond to aviation authority feedback.
- Communicate effectively and confidently provide support to operators worldwide.
- Assist with the development of operations and maintenance procedures, as needed.
- Perform content and formatting quality assurance checks.
- Print, assemble, pack, and ship manuals to customers.
- In collaboration with the team, develop and implement process improvements.
- Periodically provide input and content for company marketing and sales initiatives.
- Support the team in various tasks and projects, as requested.
- Create and update records in the customer relationship management system
- Clearly convey the features and benefits of AviationManuals and ARC Safety Management System services and features with prospective customers

Qualifications: Required

- Previous experience with advanced aircraft operations, avionics and systems.
- Familiarity with Part 91, 125, and 135 FAA Regulations.
- Strong attention to detail and copyediting ability.
- Outstanding time management, prioritization, and organizational skills.
- Excellent written and verbal communication skills.
- Advanced Microsoft Word and Adobe skills.

Qualifications: Desired

- Aircraft operations and maintenance experience, particularly on jet aircraft.

- Familiarity with FAR, EASA and OTAR aviation regulations.
- Work (or internship) experience with document management and technical writing.
- Familiarity with Safety Management Systems, particularly for aviation operations.

Candidate Profile

- Self confidence and a desire to deal with customers directly
- Strong interpersonal skills
- Self Starter
- Dedicated to outstanding customer service
- Conscientious and reliable
- Strong work ethic; takes initiative at appropriate times
- Flexible in response to new and changing priorities
- Demonstrated process improvement and problem solving abilities