



Director of Operations (Nov. 2016)

The Director reports to the President & CEO.

Direct reports: none.

Work place: Ottawa, Ontario.

COPA's mission:

"Advance, promote and preserve the Canadian freedom to fly"

General responsibilities:

Making sure COPA operations are aligned with its mission and in accordance with its strategic priorities:

- Giving Compelling Membership Value
- Promoting General Aviation
- Developing and Maintaining Collaborative Government Relations

Specific responsibilities:

Membership Value

- Provide assistance to members who have technical, regulatory or other inquiries
- Manage COPA Flights across the country
- Manage issues and provide assistance to COPA Flight Captains across Canada
- Manage COPA's insurance program and COPA air meet insurance
- Assist in the development and production of products and services created for members
- Develop, update and maintain COPA Guides and COPA "Did You Know"
- Develop and maintain rust remover catalogue of courses for national distribution

Promoting General Aviation

- Responsible for operational implementation of promotion strategies
- Manage and provide assistance to organizers of COPA for Kids aviation program
- Assist the President in the development and management of marketing plans to increase membership
- Provide articles for COPA Flight magazine, COPA eFlight newsletter and COPA website
- As needed, represent COPA on certain government and industry committees and at conferences and trade shows



Developing and Maintaining Relationships

- Responsible to maintain lists and contacts with subject matter experts (SME) of various fields to assist COPA
- Responsible to identify and maintain list of key players of the industry and the regulatory bodies
- In collaboration with other director, analyse relevant regulatory proposals and studies and assist the President in formulating a response;
- Review regular operations with COPA Flights, rust remover seminars, etc.

Administrative

- Occasionally serve as backup to President and CEO
- Assist with budgeting, as required
- Serve as backup signatory on checks
- Attend meetings of the board, committees and planning sessions as required
- Backup staff when required



Qualifications

Core skills and competencies

- Pertinent Bachelor degree or equivalent
- Experience with a non-profit organization
- Good communicator
- Be literate in aviation technology
- Good at finding solutions
- Can do attitude
- Takes ownership
- Pro-active
- Helpful & diligent
- Detail and quality oriented
- Fast learner
- Demonstrates adequate use of emotional intelligence
- Customer oriented, shows empathy
- Team player
- Adept in keeping ahead of the game and predicting trends

Desired skills and competencies

- Pilot, AME or Aircraft Instructor (hands-on knowledge, an asset)
- Bilingual (English and French), oral and written

Experience

Core (required)

- Knowledge of the Canadian Aviation Regulations (CARs) and Aviation Navigation Services (ANS)
- Have experience with and knowledge of the challenges facing GA in Canada
- Experience with and connections to the Canadian aviation community

Desirable

- Experience with how government works at the regulatory and political levels
- Experience with international organizations, and associations affecting or supporting aviation
- Rent, own or have owned an aircraft

Contact:

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