



## CHIEF PILOT

**POSITION:** Chief Pilot  
**LOCATION:** Denver, CO/ Cheyenne, WY (DEN/CYS)  
**DEPARTMENT:** Flight Operations  
**ACCOUNTABLE TO:** COO/Director of Operations

### The Company

Great Lakes is a Cheyenne, Wyoming-based Part 121 airline that commenced operations more than 35 years ago, in Spencer, IA. The airline has a long history serving small and mid-sized communities from the Midwest to the Pacific Coast and has flown more than 2.3 million departures and 15 million passengers since commencing operations in 1981. Great Lakes currently operates a fleet of Beech 1900D and Embraer EMB-120 Brasilia aircraft. The composition and size of the fleet is expected to grow over the next year as the airline refines its strategy and restructures as a going concern.

Over the last several years, the company has downsized in response to the reduction in available pilot supply for its core 19-seat turboprop flight operations. The company has abandoned many of the routes it once flew, focusing on a few city pairs while it restructures and develops a business plan that leverages the core capabilities of the company:

- Domestic FAR 121 Airline operations;
- FAR 145 repair station with airframe heavy check and engine shop capability;
- A reservation and distribution platform with interline and code-share capability.

The new business plan consists of multiple airline brands residing on one operations, distribution and support platform. New fleet types being considered include new 48-70 seat turboprops, regional jets and mainline single-aisle equipment. The company has begun a rebranding process to reflect a new direction of the business and develop a new presence with respect to the consumer marketplace, recruiting capabilities and B2B business relationships.

Consistent with the rebuilding, rebranding and planned growth, the airline is now in need of a new system Chief Pilot. The position represents an outstanding career opportunity for a progressively-minded, cost-conscious airline flight operations manager with a strong business orientation to join the dynamic and quickly evolving team at Great Lakes.

### POSITION SUMMARY

Reporting to the Chief Operating Officer / Director of Operations for Great Lakes, the Chief Pilot is responsible for managing all activities pertaining to the airline's pilots. This includes recruiting, initial and recurrent training, aircraft currency/proficiency, and aircraft operating standards. Responsibilities also include career path management for the pilot workforce and training to ensure operating requirements are met. This person will prioritize and distribute additional duties and projects, as necessary, to the pilot team.

As the Chief Pilot and leader of the Pilot workforce, this person must strive to achieve a safe, reliable, efficient and cost-effective unit ensuring the pilot performance and group evolution in the context of flight operations growth and change. Effective communications and logistics with the airline's pilots in the field are critical. This person must use aviation knowledge and expertise and rely on standard management principles to plan, organize staff, direct, measure and control the workforce, ensuring that the department adequately supports company objectives for safety, a high level of service and efficient cost control.

This position will have direct dealings with the highest levels in the company, as well as important customers from time-to-time, and must be very service oriented and supportive. Safety, security, reliability and responsiveness are of the utmost importance.

While the Chief Pilot's focus is squarely on the operational dimensions of the airline, this position is also an important role in the overall success of the airline, and expected to be a strong and active contributor in the leadership and growth of the airline. The Chief Pilot is expected to be a visible and present leader in the organization, instilling and upholding the values and culture of the airline from the boardroom to the ramp. Given the level of responsibility for this position, the Chief Pilot must be capable of stepping up to manage the Flight Operations functional areas in support of the Director of Operations when needed and must be able to understand the other operational areas in the company.

The Chief Pilot is the key liaison between the Chief Operating Officer / Director of Operations, the Pilot workforce, and other executives. This executive will be the face of the leadership team to the pilots and the face of the pilots for the leadership team. This person must have strong liaison related skills, exemplary management skills, an outstanding presence, demeanor, intelligence and an ability to lead.

This position is based at Great Lake's Operations Offices at the Denver International Airport. Frequent visits to Great Lake's corporate headquarters in Cheyenne, Wyoming will be required.

### Leadership

Great Lakes is led by a highly experienced team of aviation professionals:

- Doug Voss – Founder and CEO
- Phil Lundeen – Chief Commercial Officer
- Jim Sullivan – Chief Operating Officer
- Jason Entner – Director of Maintenance

### CORE RESPONSIBILITIES

- Implement the company's operations safety policy and ensure that the airline and pilot group operates at the highest possible safety standards.

- Serve as the 14 CFR 119 Chief Pilot on the airline's certificate.
- Qualify and maintain proficiency as Captain in one of the company's aircraft fleets.
- Verify that the qualifications of cockpit crews meet all regulatory requirements.
- Act as a voice of the company and promotes the company business plan internally and externally when interfacing with front-line employees, vendors, OEMs and regulatory bodies.
- Provide strong, visible and inspired leadership to the pilot group, ensuring the function is properly organized, staffed, developed, motivated and compensated.
- Invest time connecting with the pilot group and address current and future issues related to employee relations within the group.
- Follows up with all appropriate items identified by both internal and external audits.
- In coordination with the COO, develops the department budget and provides monthly variance reporting.
- Recruiting, hiring, discipline and discharge of the company's pilot group.
- Coordinates with Crew Resources to ensure crew availability will meet the needs of the company business plan and flight schedule.
- Oversee the day-to-day Flight Operations of the company, ensuring adherence to high levels of safety, service, on-time performance, and cost performance.
- Work with the COO / Director of Operations to continuously improve operational performance on key dimensions such as completion factor, on-time performance and costs per block hour.
- Establish and maintain key relationships with other company departments.
- Other duties as assigned.

**Qualifications/Requirements**

*Knowledge/Skill/Ability:*

- Ability to work under pressure and handle multiple tasks, with continuous attention to detail, while meeting all deadlines
- Excellent communication skills – verbal, written
- Ability to work independently as well as collaboratively with other departments and team members.
- Demonstrated ability to step into an established organization and culture to move the organization in new directions, leveraging existing expertise while introducing new ideas and fresh thinking.
- Strong knowledge of FAA Regulations (FAR's) including flight operations under parts 121 and 135 training.

*Education/Training/Experience:*

- High school diploma or equivalent; Four-year degree preferred.
- Must be able to speak, read, write, and understand English proficiently
- Able to qualify and maintain proficiency as Captain in one of the company's aircraft fleets.
- Previous airline operations management experience across multiple fleets and domiciles.
- Must meet the qualifications of 14 CFR 119.67(b).
- Intermediate or better proficiency with MS Office Suite (Word, Excel, PowerPoint)

*Working Conditions/Physical Requirements:*

- Working indoors and outdoors in all types of weather
- Moderate to high noise levels; use of hearing protection equipment required
- Frequent sitting, walking, bending, reaching, climbing stairs, kneeling/crouching, twisting, walking, pushing, and pulling
- Frequent writing and reading
- May be exposed to chemicals
- Frequent public speaking
- Standing for up to 4 hours at a time
- Occasional to frequent lifting of items weighing up to 25lbs with or without assistance

*Other Requirements:*

- Minimum 23 years of age
- Legally authorize to work in the U.S
- Moderate Travel required

I have read and understand this job description and certify that I have the ability to perform the essential functions of this position with or without reasonable accommodation.

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Applicant/Employee Printed Name

\_\_\_\_\_  
Applicant/Employee Signature

\_\_\_\_\_  
Date