**Appendix A**

**Position Descriptions**

The following sample Position Descriptions are contained in this Appendix:

1. Operations Inspector – New Hire/Developmental Inspector
2. Operations Inspector – Principal Operations Inspector
3. Aircraft Dispatcher Inspector – New Hire/Developmental Inspector
4. Aircraft Dispatcher Inspector – Journeyman Level
5. Cabin Safety Inspector – New Hire/Developmental Inspector
6. Cabin Safety Inspector – Journeyman Level
7. Inspector – Flight Simulation – Journeyman Level
8. Principal Helicopter Inspector
9. Airworthiness- Maintenance Inspector – New Hire/Developmental Inspector
10. Principal Airworthiness – Maintenance Inspector
11. Principal Avionics Inspector
12. Personnel Licensing Inspector – Examiner
13. Personnel Licensing Inspector – Training Organisation Inspector
14. Supervisory Personnel – Operations Unit Supervisor
15. Supervisory Personnel – Airworthiness Unit Supervisor
16. Supervisory Personnel – Office Manager

# 1. Operations Inspector – New Hire/Developmental Inspector

I**. POSITION SUMMARY**

The Operations Inspector (New Hire/Developmental), performs a variety of tasks associated with technical administration, certification, and surveillance. Serves as a trainee performing duties as assigned without specific authority for actions or decisions. A significant part of the position involves training in more complex functions of the journeyman level.

**II. DUTIES AND RESPONSIBILTIES**

**A. Technical Administration**

Assures that aviation organisations and airmen comply with regulatory requirements, and reports deficiencies to the principal inspector or supervisor. Assists in enforcement investigations and in preparation of final reports and recommendations on disposition. Participates in accident/incident and complaint investigations. Assists in emergency suspension of certificates or cancellation of operations specifications.

Provides verbal and/or written technical assistance to legal counsel, testifies at court trials and formal hearings, and gives depositions.

**B. Certification**

Reviews manuals and other documents associated with certification requirements of air carriers, air agencies, and air operators for accuracy and compliance with Civil Aviation Regulations. Makes recommendations to the principal inspector or supervisor.

Provides assistance in the evaluation of air carriers, air agencies, and air operators and makes recommendations to the principal inspector or supervisor.

Provides assistance in the evaluation of training programmes to ensure they meet the requirements of CAA regulations, including flight simulators, training devices, and other such equipment, as well as check airmen. Makes recommendations to the principal inspector or supervisor.

**C. Surveillance**

Monitors operations and affiliated training activities. Takes appropriate corrective action for deficiencies noted or makes recommendations to the principal inspector or supervisor.

**D. Other**

May be assigned other duties and responsibilities as required.

The inspector may be required to participate in the CAA flight programme as a flight crew member. If so, the inspector will be required to meet the medical and flight currency

requirements set forth in CAA orders governing the operation of aircraft.

The inspector, when so directed, is required to keep an appropriate control point informed as to his/her whereabouts and the telephone number at which he/she can be reached in the event of an aviation incident/accident requiring CAA investigation.

**III. SUPERVISION RECEIVED**

The inspector will accomplish duties independently or as part of a team. An assigned supervisor provides general technical and administrative supervision, as well as work assignments. Actions taken are guided by adherence to Civil Aviation Regulations, national and regional directives and sound management practices.

# 2. Operations Inspector - Principal Operations Inspector

**I. POSITION SUMMARY**

The Principal Operations Inspector functions as the primary operations interface between assigned air operators and the Civil Aviation Authority (CAA). Has programme responsibility to assure that assigned air operators meet Civil Aviation Regulations with respect to operations programmes. Determines the need for and establishes work programmes for surveillance and inspection of assigned organisations within manpower and budget limitations to assure adherence to the applicable regulations.

**II. DUTIES AND RESPONSIBILTIES**

**A. Technical Administration**

Assures on a continuing basis that assigned organisations are properly and adequately organized, staffed, and equipped; have and conduct an adequate training programme, including an acceptable record keeping system; and have facilities and procedures that meet all regulatory requirements. Chairs joint CAA-industry meetings; maintains regular contact with organisations assigned; and coordinates with top management officials. Requires or directs correction of any deficiencies/discrepancies and refuses or withdraws approval if they cannot be resolved.

Is responsible for the conduct of enforcement investigations and preparation of final reports and recommendations. Performs or supervises the emergency suspension of certificates or cancellation of operations specifications.

Provides verbal and/or written technical assistance to legal counsel, testifies at court trials and formal hearings, and gives depositions.

Coordinates Minimum Equipment List (MEL) approvals with Principal Airworthiness Inspectors. Takes enforcement action in instances of non-compliance with the MEL.

Coordinates with other inspectors as required to accomplish additional air carrier surveillance.

**B. Certification**

Approves/accepts or disapproves/rejects manuals and revisions. May require amendments to previously approved manuals to correct any conflict with regulatory requirements, eliminate unsafe practices, and/or improve the specificity of instruction.

Evaluates training programmes to ensure that they meet the requirements of the Civil Aviation Regulations and associated CAA guidance materials.

Approves or disapproves these training programmes including flight simulators, training devices, or other equipment used in these programmes.

Approves/disapproves designations of check airmen and makes recommendations on the appointment of designees.

Evaluates operations and facilities by on-site inspections and review of reports by other inspectors or other personnel. Negotiates changes that are essential or desirable in their policies and procedures. Determines the appropriate methods and/or plans for implementing corrective action and determines through on-site inspection or inspector reports the effectiveness of corrective action taken.

Evaluates and approves/disapproves requests to operate under conditions not previously authorized and may prescribe additional conditions and limitations as appropriate.

Approves the original issuance of operations specifications and issues original operation certificates. Approves amendments to operations specifications.

Evaluates the safety of proposed changes in route or airport authorizations. Prescribes any changes required before approval.

Directs or participates in proving flight evaluations to determine compliance with Civil Aviation Regulations. Recommends changes that will be required prior to approval.

**C. Surveillance**

Is responsible for monitoring all phases of company operations, including: training programmes and records, base and station facilities, and route systems. Coordinates with and reviews reports from other inspectors and other personnel to identify trends that indicate deterioration in the safety of operations. Directs or suggests changes required to correct such trends. Surveills.

**D. Other**

May be assigned other duties and responsibilities as required.

The inspector may be required to participate in the CAA flight programme as a flight crew member. If so, the inspector will be required to meet the medical and flight currency requirements set forth in CAA orders governing the operation of aircraft.

The inspector, when so directed, is required to keep an appropriate control point informed as to his/her whereabouts and the telephone number at which he/she can be reached in the event of an aviation incident/accident requiring CAA investigation.

**III. SUPERVISION RECEIVED**

The inspector independently performs technical execution of assigned regulatory, certification and/or surveillance activities. An assigned supervisor provides general technical and administrative supervision. Actions taken are guided by adherence to Civil Aviation Regulations, national and regional directives and sound management practices.

# 3. Aircraft Dispatcher Inspector – New Hire/Developmental Inspector

**I. POSITION SUMMARY**

The Aircraft Dispatcher Inspector (New Hire/Developmental), performs a variety of tasks associated with air operator dispatch centres, operational control Inspectorates, and aircraft dispatcher examiners, and the Civil Aviation Authority (CAA). Serves as a trainee performing duties as assigned without specific authority for actions or decisions. A significant part of the position involves training in more complex functions of the journeyman level.

**II. DUTIES AND RESPONSIBILITIES**

**A. Technical Administration**

Ensures on a continuing basis that air carrier dispatch centres and/or dispatch training facilities are properly and adequately organized, equipped and staffed with qualified aircraft dispatchers, support personnel, and instructors.

Reviews policies and procedures, under the guidance of a supervisor or the principal operations inspector (POI), on assigned areas of the company’s approved training programme, dispatch documents and manuals.

Assists in the conduct of enforcement investigations and preparation of final reports and recommendations. Participates in the emergency suspension of certificates or cancellation of operations specifications. Assists in the re-examination of certificated airmen or re-certification of an operator or agency.

Conducts investigations of public complaints, government inquiries, and aircraft incidents and accidents.

Provides verbal and/or written technical assistance to legal counsel. Testifies at court trails and formal hearings and gives depositions.

**B. Certification**

Participates in the initial certification of new operators in all aircraft dispatch/operational control related areas. Reviews dispatcher documents and evaluates plans to ensure compliance with the regulations and CAA policy and guidance. Recommends changes that will be required prior to approval of dispatch centres to the supervisor or POI.

Provides assistance in the review of manuals and revisions related to aircraft dispatch and operational control, including procedures for coordination of dispatch, flight control, or flight following procedures as applicable.

Assists in certification of aircraft dispatchers as requested.

Provides assistance in the evaluation of air operator operational control and dispatch facilities by on-site inspections. Based on the results of those evaluations, makes recommendations to the supervisor or POI on necessary changes to policies and procedures.

**C. Surveillance**

Assists in development of a work programme, in coordination with the supervisor or POI, to ensure periodic surveillance of operational control centres, training instructors, training programmes, and all phases of air carrier dispatch operations. Provides assistance in monitoring of aircraft dispatcher training programmes conducted by air operators to ensure compliance with the regulations, national and regional directives, and safe operating practices.

Monitors designated examiners during the conduct of dispatcher certification tests and recurring evaluations to ensure compliance with established standards.

**D. Other**

The inspector, when so directed, is required to keep an appropriate control point informed as to his/her whereabouts and the telephone number at which he/she can be reached in the event of an aviation incident/accident requiring CAA investigation.

May be assigned other duties and responsibilities as required.

**III. SUPERVISION RECEIVED**

The inspector will accomplish duties independently or as part of a team. An assigned supervisor provides general technical and administrative supervision, as well as work assignments. Actions taken are guided by adherence to Civil Aviation Regulations, national and regional directives and sound management practices.

# 4. Aircraft Dispatcher Inspector – Journeyman Level

**I. POSITION SUMMARY**

The Aircraft Dispatcher Inspector functions as the primary interface between air operator dispatch centres, operational control Inspectorates, and aircraft dispatcher examiners, and the Civil Aviation Authority (CAA). Ensures that these individuals/organisations continuously meet the standards prescribed by the applicable Civil Aviation Regulations, orders, and directives. Establishes work programmes for surveillance and inspection of assigned organisations within manpower and budget limitations to assure adherence to the applicable regulations. Ensures compliance with all aspects of dispatch and operational control related issues.

**II. DUTIES AND RESPONSIBILITIES**

**A. Technical Administration**

Ensures on a continuing basis that air carrier dispatch centres and/or dispatch training facilities are properly and adequately organized, equipped and staffed with qualified aircraft dispatchers, support personnel, and instructors.

Serves as the expert technical advisor on policies and procedures to the principal operations inspector (POI) on assigned areas of the company’s approved training programme, dispatch documents and manuals.

Is responsible for the conduct of enforcement investigations and preparation of final reports and recommendations. Performs or supervises the emergency suspension of certificates or cancellation of operations specifications. Conducts or directs the re-examination of certificated airmen or re-certification of an operator or agency.

Conducts investigations of public complaints, government inquiries, and aircraft incidents and accidents.

Provides verbal and/or written technical assistance to legal counsel. Testifies at court trails and formal hearings and gives depositions.

Coordinates and provides technical expertise to other district offices for various surveillance and certification activities in the aircraft dispatch/operational control programme area and related Civil Aviation Regulations and agency orders.

Conducts initial and annual training and recommends the designation of assigned designated examiners.

**B. Certification**

Participates in the initial certification of new operators in all aircraft dispatch/operational control related areas. Reviews dispatcher documents and evaluates plans to ensure compliance with the regulations and CAA policy and guidance. Recommends changes which may require complex and controversial solutions to the POI that will be required prior to approval of dispatch centres.

Reviews and recommends approval or disapproval of manuals and revisions related to aircraft dispatch and operational control, including procedures for coordination of dispatch, flight control, or flight following procedures as applicable.

Conducts certification of aircraft dispatchers as requested.

Evaluates air operator operational control and dispatch facilities by on-site inspections and review of reports from other inspectors. Based on the results of those evaluations, makes a recommendation to the POI on necessary changes to policies and procedures.

Ensures standardization of all dispatch personnel.

**C. Surveillance**

Develops a work programme, in coordination with the POI, to ensure periodic surveillance of operational control centres, training instructors, training programmes, and all phases of air carrier dispatch operations. Monitors aircraft dispatcher training programmes conducted by air operators to ensure compliance with the regulations, national and regional directives, and safe operating practices.

Monitors designated examiners during the conduct of dispatcher certification tests and recurring evaluations to ensure compliance with established standards.

Monitors the activities of aircraft dispatchers and instructors to determine adequacy and quality of approved air carrier training programmes. Advises the POI of any problems or controversial situations and recommends solutions as appropriate. Works with air carrier dispatch Inspectorate officials, CAA management, and other inspectors to discuss and negotiate recommendations.

**D. Other**

The inspector, when so directed, is required to keep an appropriate control point informed as to his/her whereabouts and the telephone number at which he/she can be reached in the event of an aviation incident/accident requiring CAA investigation.

May be assigned other duties and responsibilities as required.

**III. SUPERVISION RECEIVED**

The inspector independently performs technical execution of assigned regulatory, certification and/or surveillance activities. An assigned supervisor provides general technical and administrative supervision. Actions taken are guided by adherence to Civil Aviation Regulations, national and regional directives and sound management practices.

# 5. Cabin Safety Inspector – New Hire/Developmental Inspector

**I. POSITION SUMMARY**

The Cabin Safety Inspector (New Hire/Developmental) performs a wide variety of tasks associated with technical administration, certification and surveillance. Serves as a trainee performing duties as assigned without specific authority for actions or decisions. A significant part of the position involves training in more complex functions of the journeyman level.

**II. DUTIES AND RESPONSIBILITIES**

**A. Technical Administration**

Assists in surveillance and investigation of training facilities to ensure they are properly and adequately organized and equipped, staffed with appropriately qualified instructors, and conduct flight attendant training as required by appropriate Civil Aviation Regulations and CAA approved training programme.

Participates in review of assigned areas of the company’s training programme.

Provides verbal and/or written technical assistance to legal counsel testifies at court trials and formal hearings and gives depositions.

**B. Certification**

Reviews manuals and other documents to ensure compliance with the Civil Aviation Regulations, CAA policy and guidance. Makes recommendations to the principal inspector or supervisor.

Assists in development of recommendations for approval or disapproval of manuals and revisions related to cabin safety programmes and obtaining amendments to previously approved manuals to correct conflicts with regulatory requirements, eliminate unsafe practices, and improve the specificity of instruction.

Provides assistance in the evaluation of flight attendant training programmes to ensure that they meet CAA requirements, national and regional directives, and safe operating practices. Assists in development of recommendations for approval or disapproval of training programmes including cabin simulators, training devices and other training aids used in these programmes.

Provides assistance in evaluation of operations and facilities by on-site inspections and by reviewing reports of other inspectors or other personnel.

Provides assistance in evaluation of requests to operate under conditions not previously authorized and recommends additional conditions and limitations as appropriate.

Participates in proving flight evaluations to determine compliance with Civil Aviation Regulations. Assists in development of recommendations for changes that will be required prior to approval.

Participates in evaluations of air carrier and air operator emergency evacuation, ditching, and other emergency procedures, and development of recommendations to the POI.

Assists in reviews of proposed modifications to aircraft interiors and location and use of equipment affecting cabin safety and makes recommendations to the POI.

**C. Surveillance**

Monitors cabin safety activities, including training programmes and records; base and station facilities; and route systems. Evaluates cabin simulators, training devices and other training aids to ensure compliance with original approval. Coordinates with and reviews reports from other inspectors and other personnel to identify trends that indicate deterioration in cabin safety functions. Recommends necessary changes to the principal inspector or supervisor.

**D. Other**

May be assigned other duties and responsibilities as required.

The inspector, when so directed, is required to keep an appropriate control point informed as to his/her whereabouts and the telephone number at which he/she can be reached in the event of an aviation incident/accident requiring CAA investigation.

**III. SUPERVISION RECEIVED**

The inspector will accomplish duties independently or as part of a team. An assigned supervisor provides general technical and administrative supervision, as well as work assignments. Actions taken are guided by adherence to Civil Aviation Regulations, national and regional directives and sound management practices.

# 6. Cabin Safety Inspector – Journeyman Level

**I. POSITION SUMMARY**

The Cabin Safety Inspector functions as a resource and technical authority on cabin safety requirements as they relate to work activities affecting civil aviation. Provides technical support regarding cabin safety for assigned air carriers and air operators. Ensures assigned operators comply with applicable Civil Aviation Regulations, CAA policy and guidance and approved programmes.

**II. DUTIES AND RESPONSIBILITIES**

**A. Technical Administration**

Develops a work programme to ensure periodic surveillance of training instructors, company training programmes and all phases of air carrier operations.

Determines through surveillance and investigation that the training facilities are properly and adequately organized and equipped, staffed with appropriately qualified instructors, and conduct flight attendant training as required by appropriate Civil Aviation Regulations and CAA approved training programme.

Serves as the technical advisor to the Principal Operations Inspector (POI) on assigned areas of the company’s training programme.

Coordinates technical instructions, policy orders, and procedures through the POI and related CAA personnel to ensure standardization of training activities.

Conducts investigations of public complaints, government inquiries and aircraft incidents and accidents relating to cabin safety.

Conducts enforcement investigations and prepares final reports and recommendations on disposition.

Provides verbal and/or written technical assistance to legal counsel testifies at court trials and formal hearings and gives depositions.

Develops recommendations for new or revised regulations, standards and procedures governing cabin safety aspects of certification and operational practiced of air carriers and air operators.

**B. Certification**

Performs initial certification of new operators in all cabin safety related areas. Reviews documents and evaluates plans to ensure compliance with the Civil Aviation Regulations, CAA policy and guidance. May provide support to other regions during certification process.

Reviews and recommends approval or disapproval of manuals and revisions related to cabin safety programmes. Obtains amendments to previously approved manuals to correct conflicts with regulatory requirements, eliminate unsafe practices, and improve the specificity of instruction.

Evaluates flight attendant training programmes to ensure that they meet CAA requirements, national and regional directives, and safe operating practices. Recommends approval or disapproval of training programmes including cabin simulators, training devices and other training aids used in these programmes.

Evaluates operations and facilities by on-site inspections and by reviewing reports of other inspectors or other personnel. Negotiates necessary changes in policies and procedures.

Evaluates requests to operate under conditions not previously authorized and recommends additional conditions and limitations as appropriate.

Participates in proving flight evaluations to determine compliance with Civil Aviation Regulations. Recommends changes that will be required prior to approval.

Evaluates air carrier and air operator emergency evacuation, ditching, and other emergency procedures, and makes recommendations to the POI.

Reviews proposed modifications to aircraft interiors and location and use of equipment affecting cabin safety and makes recommendations to the POI.

**C. Surveillance**

Monitors all phases of assigned cabin safety activities, including training programmes and records; base and station facilities; and route systems. Evaluates cabin simulators, training devices and other training aids to ensure compliance with original approval. Coordinates with and reviews reports from other inspectors and other personnel to identify trends that indicate deterioration in cabin safety functions. Recommends necessary changes to the POI.

Monitors and evaluates activities of classroom and in-flight instructors to assure continued competency of flight attendants. Observes the conduct of flight attendant initial, transition, recurrent, and differences training to ensure adherence to approved training programmes and the continued competency of flight attendants.

Conducts en-route inspections and ramp inspections of air carrier operators. Evaluates crew coordination procedures between flight crew members and flight attendants. Recommends changes to the POI on location and/or security of aircraft equipment affecting passenger safety or emergency procedures.

Participates in cabin safety related incident/accident investigations of air carriers and air operators when requested.

Conducts cabin safety system analysis independently or as a team member on special inspection teams.

**D. Other**

May be assigned other duties and responsibilities as required.

The inspector, when so directed, is required to keep an appropriate control point informed as to his/her whereabouts and the telephone number at which he/she can be reached in the event of an aviation incident/accident requiring CAA investigation.

**III. SUPERVISION RECEIVED**

The inspector independently performs technical execution of assigned regulatory, certification and/or surveillance activities. An assigned supervisor provides general technical and administrative supervision. Actions taken are guided by adherence to Civil Aviation Regulations, national and regional directives and sound management practices.

# 7. Inspector – Flight Simulation – Journeyman Level

I**. POSITION SUMMARY**

The Inspector – Flight Simulation – serves as a primary interface between operators of flight simulation training devices (FSTD) and the Civil Aviation Authority (CAA). Has programme responsibility to assure that assigned operators and/or training organisations meet Civil Aviation Regulations with respect to FSTD programmes. Determines the need for and establishes work programmes for surveillance and inspection of assigned operators and/or organisations within manpower and budget limitations to assure adherence to the applicable regulations.

**II. DUTIES AND RESPONSIBILTIES**

**A. Technical Administration**

Within the CAA serves as a recognized national expert and consultant with a high level of technical knowledge and professional expertise concerning state of-the art aircraft simulation of piston and turbojet-powered aircraft with full and final responsibility for technical decisions relating to:

a. Simulation hardware including-motion and-visual systems.

b. Simulation software including simulator and visual system programming.

c. Evaluation of airplane simulators and training devices in accordance with agency regulations and standards.

d. Upgrading previously approved simulation equipment to the standards

set forth in the agency's advanced simulation plan and other directives.

Incumbent develops plans and procedures to assure responsiveness and compatibility of aircraft simulation standards with the special technical capabilities of that specific aircraft. Collects, collates, and reports foreign and domestic research and development which impact the field of aircraft simulation relative to his/her specific aircraft specialty. Addresses the unique training and qualification or certification requirements for a specific aircraft, and publishing guidelines for national use in approving air carriers' and operators' training programs.

Participates in planning, consolidating, coordinating, monitoring and evaluating programs, special assignments, and activities of the CAA relative to complex and controversial special programs involving aircraft simulator and aircraft training device evaluations.

Keeps abreast of new developments, advances and research endeavours of the agency, other governmental agencies, foreign agencies, and the aviation industry as they affect aircraft simulation, training capabilities, operations, and safety.

Reviews and ensures the adequacy of safety regulatory material developed by the CAA that relate to aircraft simulation. Provides advice for rulemaking and recommends the development of new or amended rules, regulations, standards, or other regulatory material, as required, and the discontinuance of those no longer considered appropriate or necessary.

**B. Certification**

Approves or disapproves the use of FSTD’s for use in air operator or airman training programmes to ensure that they meet the requirements of the Civil Aviation Regulations and associated CAA guidance materials.

Evaluates and makes recommendations regarding the continued qualification of FSTD’s for use in airman training and proficiency.

**C. Surveillance**

Is responsible for monitoring all phases of operator use of FSTD’s. Coordinates with and reviews reports from other inspectors and other personnel to identify trends that indicate deterioration in the safety of operations. Directs or suggests changes required to correct such trends.

**D. Other**

May be assigned other duties and responsibilities as required.

**III. SUPERVISION RECEIVED**

The inspector independently performs technical execution of assigned regulatory, certification and/or surveillance activities. An assigned supervisor provides general technical and administrative supervision. Actions taken are guided by adherence to Civil Aviation Regulations, national and regional directives and sound management practices.

# 8. Principle Helicopter Inspector

**I. POSITION SUMMARY**

The Principle Helicopter Inspector functions as the primary operations interface between assigned air operators and the Civil Aviation Authority (CAA). Has authoritative expert technical guidance and operational control to ensure compliance with applicable helicopter regulatory requirements for operations and airworthiness in both Visual Flight Rule (VFR) and Instrument Flight Rule (IFR) controls, and night vision devices. Responsible for a complex and varied group of rotorcraft-helicopter programs both domestic and international. Ensure National compliance with applicable standards, laws, and CAA regulations, CAA policies and directives. Provides organisations and industry with expert guidance in applying system safety assurance standards targeting surveillance based upon identified risks.

**II. DUTIES AND RESPONSIBILTIES**

**A. Technical Administration**

Develops new or innovative standards, practices and procedures to address highly technical issues, identifies the need for and recommends changes to National policies and procedures for certification and surveillance compliance.

Chairs joint CAA-industry meetings, explains, negotiates and settles highly controversial and critical issues with key officials, including internal organizations, and industry training organizations.

Prepares technical and other pertinent correspondence, responds to inquiries, and testifies at court trials and formal hearings resolving highly complex compliance, regulatory matters, and public complaints.

Provides advice and recommendations to increase safety, provides training and interpretation on highly complex policy and guidance to inspectors.

Acts as a repository for relative information and standards regarding maintenance and avionics programs utilizing the newest and most complex systems, i.e., power plants, hydraulic flight controls, electronic engine controllers (EED) or electronic control units (ECU), full authority digital engines (FADEC), composite rotor systems, and cockpit design of the modern helicopter technology complexity advances.

Develops and implements thorough and well thought out plans regarding the management of risk in general aviation rotorcraft-helicopter operations.

**B. Certification**

Evaluates the inspector resources for the oversight of operators with high risk profiles; evaluates maintenance and avionics programs for the diverse rotorcraft-helicopter industry, including cutting edge technology and night vision devices, state of the art navigation, and stabilization systems.

Evaluates training programs to ensure they meet the requirements of the CAA regulations. Manages reliability team efforts during the development of the standards and procedures pertaining to training programs.

Approves/approves, or disapproves technical manuals and revisions. I.E. Off-shore Standard Approach Procedures, Airborne Radar Approaches, Helicopter En-route Descent Descent Areas, Special Instrument Approach Procedures, Night Goggle, Rotorcraft External Load.

**C. Surveillance**

Identifies and analyses risks and ensures hazards are appropriately addressed and determine when surveillance retargeting is required.

Surveils operations in high risk environments; manages the safety of emergency medical operations to include those with a sophisticated blends of operational demographics and high risk environments.

**D. Other**

The inspector works with technically advanced helicopters for large operators or has oversight over large helicopter air ambulance operators. As the principal representative in regulatory surveillance of air carrier activities, exercises certificate authority over rotorcraft air carriers with very extensive and complex operations. Analyses flight operations involving large fleets of rotorcraft engaged in large scale passenger and freight service. This level includes both domestic and international operators.

**III. SUPERVISION RECEIVED**

The inspector independently performs technical execution of assigned regulatory, certification and/or surveillance activities. An assigned supervisor provides general technical and administrative supervision. Actions taken are guided by adherence to Civil Aviation Regulations, national and regional directives and sound management practices.

# 9. Airworthiness Inspector - New Hire/Developmental Inspector

**I. POSITION SUMMARY**

The Airworthiness Inspector (New Hire/Developmental), performs a variety of tasks associated with technical administration, certification, and surveillance. Serves as a trainee performing duties as assigned without specific authority for actions or decisions. A significant part of the position involves training in more complex functions of the journeyman level.

**II. DUTIES AND RESPONSIBILTIES**

**A. Technical Administration**

Assures that aviation organisations and airmen comply with regulatory requirements, and reports deficiencies to the principal inspector or supervisor. Assists in enforcement investigations and in preparation of final reports and recommendations on disposition.

Participates in accident/incident and complaint investigations. Assists in emergency suspension of certificates and conducts re-examination of certificated airmen. Assists in recertification of and operator or agency.

Provides verbal and/or written technical assistance to legal counsel, testifies at court trials and formal hearings, and gives depositions.

**B. Certification**

Reviews manuals and other documents associated with certification requirements of air carriers, air agencies, and air operators for accuracy and compliance with Civil Aviation Regulations. Makes recommendations to the principal inspector or supervisor.

Provides assistance in the evaluation of air carriers, air agencies, and air operators and makes recommendations to the principal inspector or supervisor.

Performs as directed, airmen and aircraft certification functions.

**C. Surveillance**

Performs, as directed, all surveillance activities associated with air carriers, air agencies, air operators, airmen, and designees. Takes appropriate corrective action for deficiencies noted or makes recommendations to the principal inspector or supervisor.

**D. Other**

May be assigned other duties and responsibilities as required.

The inspector, when so directed, is required to keep an appropriate control point informed as to his/her whereabouts and the telephone number at which he/she can be reached in the event of an aviation incident/accident requiring CAA investigation.

**III. SUPERVISION RECEIVED**

The inspector will accomplish duties independently or as part of a team. An assigned supervisor provides general technical and administrative supervision, as well as work assignments. Actions taken are guided by adherence to Civil Aviation Regulations, national and regional directives and sound management practices.

# 10. Principal Airworthiness Inspector

**I. POSITION SUMMARY**

The Principal Airworthiness Inspector (Maintenance/Avionics), functions as the primary airworthiness interface between assigned air operators and other aviation entities, and the Civil Aviation Authority (CAA). Has programme responsibility to assure that assigned organisations meet Civil Aviation Regulations with respect to maintenance, preventive maintenance, and alteration programmes. Determines the need for and establishes work programmes for surveillance and inspection of assigned organisations within manpower and budget limitations to assure adherence to the applicable regulations.

**II. DUTIES AND RESPONSIBILTIES**

**A. Technical Administration**

Assures on a continuing basis that assigned organisations are properly and adequately organized, staffed, and equipped; have and conduct an adequate training programme, including an acceptable record keeping system; and have facilities and procedures that meet all regulatory requirements. Chairs joint CAA-industry meetings; maintains regular contact with organisations assigned; and coordinates with top management officials. Requires or directs correction of any deficiencies/discrepancies and refuses or withdraws approval if they cannot be resolved.

Develops maintenance programme requirements through participation on Maintenance Review boards. Coordinates Minimum Equipment List (MEL) approvals with the principal operation inspector. Takes enforcement action in instances of non-compliance with the MEL.

Is responsible for the conduct of enforcement investigations and preparation of final reports and recommendations. Performs or supervises the emergency suspension of certificates or cancellation of operations specifications. Conducts or directs the re-examination of certificated airmen or re-certification of an operator or agency.

Conducts investigations of public complaints, government inquiries, and aircraft incidents and accidents.

Provides verbal and/or written technical assistance to legal counsel, testifies at court trials and formal hearings, and gives depositions.

Coordinates with other inspectors as required to accomplish additional air carrier surveillance.

**B. Certification**

Has responsibility for initial and ongoing certification of air carriers, aircraft, airmen and air agencies.

Evaluates requests for an air carrier to operate under conditions not previously specified in the maintenance portion of the operations specifications. Approves or disapproves requests and provides additional conditions and limitations as needed.

Provides guidance to assigned air carriers in the development of required maintenance manuals and record keeping systems. Reviews and determines adequacy of manuals associated with the air carrier’s maintenance programmes and revisions. Assures that manuals and revisions comply with regulatory requirements, prescribe safe practices, and furnish clear and specific instructions governing maintenance programmes. Approves operations specifications and amendments.

Determines if air carrier maintenance/avionics facilities and contract arrangements for the purpose of overhaul work, major repairs, alterations, and other maintenance are satisfactory. Reviews changes and negotiates with air carrier management to resolve problems.

Determines if overhaul and inspection time limitations warrant revision.

Evaluates an operator’s proposed reliability programmes for compliance with national policies. Advises operator of deficiencies and required changes. Approves/disapproves reliability programmes.

Determines if the air carrier’s training programme meets the requirements of the Civil Aviation Regulations, is compatible with the maintenance programme, is properly organized and effectively conducted, and results in trained and competent personnel.

Directs or participates in proving flight evaluations to determine compliance with the Civil Aviation Regulations. Recommends changes that will be required prior to approval.

**C. Surveillance**

Directs the inspection and surveillance of the air carrier’s continuous airworthiness maintenance programme. Monitors all phases of the air carrier’s maintenance operation, including the following: maintenance, engineering, quality control, production control, training, and reliability programmes.

Analyzes trends to detect deterioration in the maintenance programme.

Analyzes reports submitted by the air carrier to ensure compliance with the maintenance programme and assures the air carrier has an effective continuing analysis and surveillance programme to meet the requirements of the Civil Aviation Regulations.

Is responsible for monitoring the activities of air operators and other industry personnel.

**D. Other**

May be assigned other duties and responsibilities as required.

The inspector, when so directed, is required to keep an appropriate control point informed as to his/her whereabouts and the telephone number at which he/she can be reached in the event of an aviation incident/accident requiring CAA investigation.

**III. SUPERVISION RECEIVED**

The inspector independently performs technical execution of assigned regulatory, certification and/or surveillance activities. An assigned supervisor provides general technical and administrative supervision. Actions taken are guided by adherence to Civil Aviation Regulations, national and regional directives and sound management practices.

# 11. Principal Avionics Inspector

**I. POSITION SUMMARY**

The Principal Avionics Inspector functions as the primary avionics interface between assigned air operators and other aviation entities, and the Civil Aviation Authority (CAA). Has programme responsibility to assure that assigned organisations meet Civil Aviation Regulations with respect to avionics programmes. Determines the need for and establishes work programmes for surveillance and inspection of assigned organisations within manpower and budget limitations to assure adherence to the applicable regulations.

**II. DUTIES AND RESPONSIBILTIES**

**A. Technical Administration**

Assures on a continuing basis that assigned organisations are properly and adequately organized, staffed, and equipped; have and conduct an adequate training programme, including an acceptable record keeping system; and have facilities and procedures that meet all regulatory requirements. Chairs joint CAA-industry meetings; maintains regular contact with organisations assigned; and coordinates with top management officials. Requires or directs correction of any deficiencies/discrepancies and refuses or withdraws approval if they cannot be resolved.

Develops avionics programme requirements through participation on Maintenance Review boards. Coordinates Minimum Equipment List (MEL) approvals with the principal operation inspector. Takes enforcement action in instances of non-compliance with the MEL.

Is responsible for the conduct of enforcement investigations and preparation of final reports and recommendations. Performs or supervises the emergency suspension of certificates or cancellation of operations specifications. Conducts or directs the re-examination of certificated airmen or re-certification of an operator or agency.

Conducts investigations of public complaints, government inquiries, and aircraft incidents and accidents.

Provides verbal and/or written technical assistance to legal counsel, testifies at court trials and formal hearings, and gives depositions.

Coordinates with other inspectors as required to accomplish additional air carrier surveillance.

**B. Certification**

Has responsibility for initial and ongoing certification of air carriers, aircraft, airmen and air agencies.

Evaluates requests for an air carrier to operate under conditions not previously specified in the maintenance portion of the operations specifications. Approves or disapproves requests and provides additional conditions and limitations as needed.

Provides guidance to assigned air carriers in the development of required maintenance manuals and record keeping systems. Reviews and determines adequacy of manuals associated with the air carrier’s avionics programmes and revisions. Assures that manuals and revisions comply with regulatory requirements, prescribe safe practices, and furnish clear and specific instructions governing avionics programmes. Approves operations specifications and amendments.

Determines if air carrier avionics facilities and contract avionics arrangements are satisfactory. Reviews changes and negotiates with air carrier management to resolve problems.

Determines if avionics oriented inspection time limitations warrant revision.

Evaluates an operator’s proposed avionics reliability programmes for compliance with national policies. Advises operator of deficiencies and required changes. Approves/disapproves avionics portions of reliability programmes.

Determines if the air carrier’s training programme meets the requirements of the Civil Aviation Regulations, is compatible with the avionics programme, is properly organized and effectively conducted, and results in trained and competent personnel.

Directs or participates in proving flight evaluations to determine compliance with the Civil Aviation Regulations. Recommends changes that will be required prior to approval.

**C. Surveillance**

Directs the inspection and surveillance of the air carrier’s avionics programme. Monitors all phases of the air carrier’s avionics operation.

Analyzes trends to detect deterioration in the avionics programme.

Analyzes reports submitted by an air carrier to ensure compliance with the avionics programme and assures the air carrier has an effective continuing analysis and surveillance programme to meet the requirements of the Civil Aviation Regulations.

Is responsible for monitoring the activities of air operators and other industry personnel.

**D. Other**

May be assigned other duties and responsibilities as required.

The inspector, when so directed, is required to keep an appropriate control point informed as to his/her whereabouts and the telephone number at which he/she can be reached in the event of an aviation incident/accident requiring CAA investigation.

**III. SUPERVISION RECEIVED**

The inspector independently performs technical execution of assigned regulatory, certification and/or surveillance activities. An assigned supervisor provides general technical and administrative supervision. Actions taken are guided by adherence to Civil Aviation Regulations, national and regional directives and sound management practices.

# 12. Personnel Licensing Inspector - Examiner

**I. POSITION SUMMARY**

The examiner functions as the primary operations interface between personnel licence or certificate holders as well as examiner designees and the Civil Aviation Authority (CAA). Has programme responsibility to assure that assigned personnel meet Civil Aviation Regulations with respect to licence and certification requirements. Determines the need for and establishes work programmes for certification of personnel within manpower and budget limitations to assure adherence to the applicable regulations.

**II. DUTIES AND RESPONSIBILTIES**

**A. Technical Administration**

Assures on a continuing basis that assigned personnel are licenced or certificated. Requires or directs correction of any deficiencies/discrepancies and refuses or withdraws approval if they cannot be resolved.

Evaluates the technical knowledge qualifications presented in support of applications for exemption for examination for licences and ratings

Evaluates technical knowledge level of competency of foreign licences and rating examinations

Assess the extent of the technical knowledge examinations and/or skill tests to be taken by applicants for the validation or conversion of foreign licences and ratings

Provides verbal and/or written technical assistance to legal counsel, testifies at court trials and formal hearings, and gives depositions.

**B. Certification**

Approves/disapproves designations of check airmen and makes recommendations on the appointment of designees.

**C. Surveillance**

Is responsible for monitoring the activities of personnel licences and certificates as well as designated examiners, check airmen, and instructors as part of renewal of certificates.

**D. Other**

May be assigned other duties and responsibilities as required.

**III. SUPERVISION RECEIVED**

The inspector will accomplish duties independently or as part of a team. An assigned supervisor provides general technical and administrative supervision, as well as work assignments. Actions taken are guided by adherence to Civil Aviation Regulations, national and regional directives and sound management practices.

# 13. Personnel Licensing Inspector – Training Organisation Inspector

**I. POSITION SUMMARY**

The examiner functions as the primary operations interface between training organisations and the Civil Aviation Authority (CAA). Has programme responsibility to assure that assigned personnel meet Civil Aviation Regulations with respect to training organisation activities. Determines the need for and establishes work programmes for surveillance and inspection training organisations within manpower and budget limitations to assure adherence to the applicable regulations.

**II. DUTIES AND RESPONSIBILTIES**

**A. Technical Administration**

Assures on a continuing basis that assigned certificated training organisations are properly and adequately organized, staffed, and equipped; have and conduct an adequate training programme, including an acceptable record keeping system; and have facilities and procedures that meet all regulatory requirements. Requires or directs correction of any deficiencies/discrepancies and refuses or withdraws approval if they cannot be resolved.

Orally examines in their specialist subjects and audition in the classroom, ground instructors seeking authorization to instruct at approved training organisations or approve the training and evaluation conducted by an approve training organisation.

Evaluates ground training curricula and study material submitted by approved training organisations in support of applications for approval to conduct approved training courses.

Determines the strengths and weaknesses of programme for ground training, practical training, on-the-job training and flight training at approved training organisations and recommend the remedial action to be taken to maintain standards and improve course design

Evaluates the effectiveness of the quality assurance system and, if required, of the safety management system

**B. Certification**

Approves/disapproves applications for training organisations and conducts all phases of the certification process.

**C. Surveillance**

Is responsible for monitoring all phases of training organisation operations, including: training programmes and records, base and station facilities. Inspects the training facilities, procedures and methods at approved training organisations

**D. Other**

May be assigned other duties and responsibilities as required.

**III. SUPERVISION RECEIVED**

The inspector will accomplish duties independently or as part of a team. An assigned supervisor provides general technical and administrative supervision, as well as work assignments. Actions taken are guided by adherence to Civil Aviation Regulations, national and regional directives and sound management practices.

# 14. Supervisory Personnel - Operations Unit Supervisor

**I. POSITION SUMMARY**

The Operations Unit Supervisor functions as the primary supervisory operations interface between assigned air carriers and other aviation entities, and the Civil Aviation Authority (CAA). Has programme responsibility to assure that assigned organisations meet Civil Aviation Regulations with respect to operations programmes. Determines the need for and establishes work programmes for surveillance and inspection of assigned organisations within manpower and budget limitations to assure adherence to the applicable regulations.

**II. DUTIES AND RESPONSIBILTIES**

**A. Technical Administration**

Assures on a continuing basis that assigned organisations are properly and adequately organized, staffed, and equipped; have and conduct an adequate training programme, including an acceptable record keeping system; and have facilities and procedures that meet all regulatory requirements. Chairs joint CAA-industry meetings; maintains regular contact with organisations assigned; and coordinates with top management officials. Requires or directs correction of any deficiencies/discrepancies and refuses or withdraws approval if they cannot be resolved.

Is responsible for the conduct of enforcement investigations and preparation of final reports and recommendations. Performs or supervises the emergency suspension of certificates or cancellation of operations specifications. Conducts or directs the re-examination of certificated airmen or re-certification of an operator or agency.

Conducts investigations of public complaints, government inquiries, and aircraft incidents and accidents.

Provides verbal and/or written technical assistance to legal counsel, testifies at court trials and formal hearings, and gives depositions.

Coordinates Minimum Equipment List (MEL) approvals with Principal Airworthiness

Inspectors. Takes enforcement action in instances of non-compliance with the MEL.

Coordinates with other inspectors as required to accomplish additional air carrier surveillance.

**B. Certification**

Approves/accepts or disapproves/rejects manuals and revisions. May require amendments to previously approved manuals to correct any conflict with regulatory requirements, eliminate unsafe practices, and/or improve the specificity of instruction.

Evaluates training programmes to ensure that they meet the requirements of the Civil Aviation Regulations and associated CAA guidance materials. Approves or disapproves these training programmes including flight simulators, training devices, or other equipment used in these programmes.

Approves/disapproves designations of check airmen and makes recommendations on the appointment of designees.

Evaluates operations and facilities by on-site inspections and review of reports by other inspectors or other personnel. Negotiates changes that are essential or desirable in their policies and procedures. Determines the appropriate methods and/or plans for implementing corrective action and determines through on-site inspection or inspector reports the effectiveness of corrective action taken.

Evaluates and approves/disapproves requests to operate under conditions not previously authorized and may prescribe additional conditions and limitations as appropriate.

Approves the original issuance of operations specifications and issues original operation certificates. Approves amendments to operations specifications.

Evaluates the safety of proposed changes in route or airport authorizations. Prescribes any changes required before approval.

Directs or participates in proving flight evaluations to determine compliance with Civil Aviation Regulations. Recommends changes that will be required prior to approval.

**C. Surveillance**

Is responsible for monitoring all phases of company operations, including: training programmes and records, base and station facilities, and route systems. Coordinates with and reviews reports from other inspectors and other personnel to identify trends that indicate deterioration in the safety of operations. Directs or suggests changes required to correct such trends.

Is responsible for monitoring the activities of designated examiners, check airmen, and instructors.

**D. Supervisory Authorities and Responsibilities**

Plans and assigns work to be accomplished by assigned airworthiness inspectors based on priorities, taking into consideration the complexity and requirements of the assignments and capabilities of employees. Gives advice, counsel, and instruction to individual employees on both work and administrative matters. Makes decisions on work problems presented by subordinates. Approves time and attendance of employees.

Participates in interviews and selects or recommends the selection of candidates for all subordinate positions, including recruitment, promotions, and reassignments. Evaluates subordinates performance. Reviews training needs of subordinates and makes appropriate recommendations for required training.

Recommends the level of staffing and monetary resources needed to accomplish assigned work programmes. Is responsible for ensuring that the unit's human, monetary, and material resources are managed effectively including compliance with occupational safety regulations and maintenance of internal control procedures.

**E. Other**

May be assigned other duties and responsibilities as required.

The supervisor, when so directed, is required to keep an appropriate control point informed as to his/her whereabouts and the telephone number at which he/she can be reached in the event of an aviation incident/accident requiring CAA investigation.

**III. SUPERVISION RECEIVED**

The supervisor independently performs execution of assigned activities. General technical and administrative supervision is provided by the Office Manager. Actions taken are guided by adherence to Civil Aviation Regulations, national and regional directives and sound management practices.15. Supervisory Personnel – Airworthiness Unit Supervisor

**I. POSITION SUMMARY**

The Airworthiness Unit Supervisor functions as the primary supervisory airworthiness interface between assigned air operators and other aviation entities, and the Civil Aviation Authority (CAA). Has programme responsibility to assure that assigned organisations meet Civil Aviation Regulations with respect to maintenance, preventive maintenance, and alteration programmes. Determines the need for and establishes work programmes for surveillance and inspection of assigned organisations within manpower and budget limitations to assure adherence to the applicable regulations.

**II. DUTIES AND RESPONSIBILTIES**

**A. Technical Administration**

Assures on a continuing basis that assigned organisations are properly and adequately organized, staffed, and equipped; have and conduct an adequate training programme, including an acceptable record keeping system; and have facilities and procedures that meet all regulatory requirements. Chairs joint CAA-industry meetings; maintains regular contact with organisations assigned; and coordinates with top management officials. Requires or directs correction of any deficiencies/discrepancies and refuses or withdraws approval if they cannot be resolved.

Develops maintenance programme requirements through participation on Maintenance Review boards. Coordinates Minimum Equipment List (MEL) approvals with the principal operation inspector. Takes enforcement action in instances of non-compliance with the MEL.

Is responsible for the conduct of enforcement investigations and preparation of final reports and recommendations. Performs or supervises the emergency suspension of certificates or cancellation of operations specifications. Conducts or directs the re-examination of certificated airmen or re-certification of an operator or agency.

Conducts investigations of public complaints, government inquiries, and aircraft incidents and accidents.

Provides verbal and/or written technical assistance to legal counsel, testifies at court trials and formal hearings, and gives depositions.

Coordinates with other inspectors as required to accomplish additional air carrier surveillance.

**B. Certification**

Has responsibility for initial and ongoing certification of air carriers, aircraft, airmen and air agencies.

Evaluates requests for an air carrier to operate under conditions not previously specified in the maintenance portion of the operations specifications. Approves or disapproves requests and provides additional conditions and limitations as needed.

Provides guidance to assigned air carriers in the development of required maintenance manuals and record keeping systems. Reviews and determines adequacy of manuals associated with the air carrier’s maintenance programmes and revisions. Assures that manuals and revisions comply with regulatory requirements, prescribe safe practices, and furnish clear and specific instructions governing maintenance programmes. Approves operations specifications and amendments.

Determines if air carrier maintenance/avionics facilities and contract arrangements for the purpose of overhaul work, major repairs, alterations, and other maintenance are satisfactory. Reviews changes and negotiates with air carrier management to resolve problems.

Determines if overhaul and inspection time limitations warrant revision.

Evaluates an operator’s proposed reliability programmes for compliance with national policies. Advises operator of deficiencies and required changes. Approves/disapproves reliability programmes.

Determines if the air carrier’s training programme meets the requirements of the Civil Aviation Regulations, is compatible with the maintenance programme, is properly organized and effectively conducted, and results in trained and competent personnel.

Directs or participates in proving flight evaluations to determine compliance with the Civil Aviation Regulations. Recommends changes that will be required prior to approval.

**C. Surveillance**

Directs the inspection and surveillance of the air carrier’s continuous airworthiness maintenance programme. Monitors all phases of the air carrier’s maintenance operation, including the following: maintenance, engineering, quality control, production control, training, and reliability programmes.

Analyzes trends to detect deterioration in the maintenance programme.

Analyzes reports submitted by the air carrier to ensure compliance with the maintenance programme and assures the air carrier has an effective continuing analysis and surveillance programme to meet the requirements of the Civil Aviation Regulations.

Is responsible for monitoring the activities of air operators and other industry personnel.

**D. Supervisory Authorities and Responsibilities**

Plans and assigns work to be accomplished by assigned airworthiness inspectors based on priorities, taking into consideration the complexity and requirements of the assignments and capabilities of employees. Gives advice, counsel, and instruction to individual employees on both work and administrative matters. Makes decisions on work problems presented by subordinates. Approves time and attendance of employees.

Participates in interviews and selects or recommends the selection of candidates for all subordinate positions, including recruitment, promotions, and reassignments. Evaluates subordinates performance. Reviews training needs of subordinates and makes appropriate recommendations for required training.

Recommends the level of staffing and monetary resources needed to accomplish assigned work programmes. Is responsible for ensuring that the unit's human, monetary, and material resources are managed effectively including compliance with occupational safety regulations and maintenance of internal control procedures.

**E. Other**

May be assigned other duties and responsibilities as required.

The supervisor, when so directed, is required to keep an appropriate control point informed as to his/her whereabouts and the telephone number at which he/she can be reached in the event of an aviation incident/accident requiring CAA investigation.

**III. SUPERVISION RECEIVED**

The supervisor independently performs execution of assigned activities. General technical and administrative supervision is provided by the Office Manager. Actions taken are guided by adherence to Civil Aviation Regulations, national and regional directives and sound management practices.

# 16. Supervisory Personnel – Office Manager

**I. POSITION SUMMARY**

Serves as the Manager of a Flight Standards Directorate field office. Plans and administers the office programmes to promote safety in all aviation activities. Has responsibility and authority for all decision-making in a wide variety of administrative and technical areas.

**II. DUTIES AND RESPONSIBILITIES**

A. Has overall responsibility for the direction and accomplishment of all functions and programmes of the field office, from both the technical and administrative standpoint.

B. Makes decisions which determine the basic content and character of the field office, specifically:

1. Establishes goals and objectives for each programme area and approves modifications as required by changes in the environment. Makes project assignments and sets priorities.
2. Evaluates the adequacy and accomplishment of programmes, such as certifications, surveillance, investigation and accident prevention and ensures changes are made as necessary.
3. Determines the level of staffing and fiscal resources to be directed toward the accomplishment of various work programmes. Approves adjustments to duty hours and workload scheduling to maintain control of premium compensation while meeting operational requirements.
4. Requests the additional resources necessary to accomplish unanticipated field office activities.
5. Provides justification to support major expenditures required to perform the function of the field office.

C. Performs long-range planning in connection with prospective changes in field office functions and programmes. Coordinates and implements organisational structural changes within the office to meet programme requirements.

D. Assures that effective organisational and communication links are established between programme groups. Develops controls and feedback systems that produce the level and variety of data essential to make management decisions in all programme areas.

E. Advises higher level officials of problems involving the relationship of the field office functions to broader programmes and the impact of these problems.

F. Supports all Flight Standards Inspectorate automation programmes and ensures timely, accurate and complete entry of data. Utilizes data as an analytical tool to identify trends, adjust work programmes, and redirect resources to improve the quality and effectiveness of the Flight Standards Inspectorate and Civil Aviation Authority (CAA) mission. Ensures the office automation programme is consistent with national and regional directives, including systems security and software usage.

G. Accomplishes the following supervisory duties:

1. Plans work to be accomplished by subordinates. Sets priorities and establishes schedules for completion of work. Assigns work to subordinates based on priorities, taking into consideration and difficulty and requirements of the assignments and capabilities of employees. Gives advice, counsel, or instruction to individual employees on both work and administrative matters. Makes decisions on work problems presented by subordinates or subordinate supervisors.
2. Interviews and selects candidates for positions in the field office including recruitments, promotions, and reassignments of technical and supervisory personnel. Evaluates subordinates and may review evaluations made by supervisors of other employees.
3. Addresses grievances and employee complaints and other issues not resolved at a lower level. Applies the complete range of disciplinary measures when necessary.
4. Manages the office training programme, reviews training needs of subordinates, solves training problems, and takes action to obtain and provide required training.
5. Makes managerial decisions which promote a positive image of the CAA through interaction with various user groups. Actively communicates the CAA role in fostering economic growth while maintaining adequate levels of safety.
6. Is committed to, and actively supports, the human relations programme by taking positive action to continually improve the personal working environment in the office, establish effective avenues of communication, and encourage involvement of the workforce in problem resolution. Communicates regional and national policies to office personnel.

H. Performs other duties as assigned.

**III. SUPERVISION RECEIVED**

The Office Manager independently performs execution of assigned activities. Overall policy, objectives, emphasis, and broad administrative direction are provided by the Flight Standards Division Manager or Director General. Actions taken are guided by adherence to Civil Aviation Regulations, national and regional directives and sound management practices**.**