C. POSITION / TITLE: Vice President Airline Operations  (FAR 121.135, 119.43, 121.137)

1. REPORTS TO: President

2. RESPONSIBLE AREA: The daily operation of the airline, including all flight and ground operations

3. AUTHORITY LEVEL: Has full responsibility for operational control

4. SUMMARY OF DUTIES & RESPONSIBILITIES:

a. The Vice President Airline Operations is directly responsible to the President for all flight and ground operations of the airline. He is assisted by the Manager of Flight Operations, Manager of Inflight, Chief Pilot, Fleet Managers, Manager of Flight Control, and other department heads as required. The Vice President Airline Operations shall also:
   (1) Be responsible for administrative and technical control of the overall airline functions.
   (2) Establish, directly or through delegation, policies, procedures and standards to ensure that the airline operates safely and is in full compliance with Federal Aviation Regulations as applicable.
   (3) Coordinate with all departments within the company on matters relative to the day-to-day activities that will ensure that the airline operates to the highest safety standards.
   (4) Review reports and information provided from different departments, and take the necessary action to improve the safety, efficiency and reliability of the company flight operations.
   (5) Establish, implement and review company policies and procedures as recommended by the Director of Safety. In addition, will ensure the adherence and attention to all policies and procedures that will maintain a safe and efficient operation.
   (6) Establish and promote short- and long-term planning and objectives to enhance the overall performance of the airline. Plan and assist in the development of Boston-Maine Airways' budget/s. Recommend to the President expenditures of capital funds in connection with each department's needs and activities.
   (7) Ensure adequate training programs are in place and monitor them to evaluate the range, effect and integrity of their content.
   (8) Has overall responsibility for the Technical Publications department. He may delegate his authority to the Manager, Technical Publications, but retains overall responsibility.
   (9) Has overall responsibility and quality for the passenger handling process, however he may delegate the authority to establish and/or modify the policies and procedures for the passenger handling process to either the Director of Stations or the Director of In-flight.

b. Federal Aviation Regulation Part 119.65 requires the position of "Director of Operations". The Vice President of Airline Operations is the regulatory position as the "Director of Operations". Operation Specification Page #A006 reflects the authorization in using the title of "Vice President Airline Operations" instead of "Director of Operations".

c. Shall notify the appropriate principal inspector at the CHDO within ten (10) days regarding any changes of the required management positions noted in FAR 119.65.
C. POSITION / TITLE: Vice President Airline Operations (FAR 121.135, 119.43, 121.137)  
(Continued)

d. The Vice President Airline Operations may delegate any of his assigned duties to qualified personnel. Such delegation will not relieve the Vice President Airline Operations of overall responsibility.

5. QUALIFICATIONS REQUIRED:

a. Hold an Airline Transport Certificate.

b. Have a minimum of three (3) years experience, within the last six (6) years as a supervisor or manager in an FAR 121 or FAR 135 operation performing the duties in which he oversaw "Operational Control".

c. Have a minimum of three (3) years, within the last six (6) years, as a Pilot-in-Command in large or small aircraft.

d. Have knowledge of FAR 121.
1. POSITION / TITLE: Manager of Flight Operations

FAR 119.43, 121.93, 121.97, 121.117, 121.135, 121.141, 121.585, 121.683

1. REPORTS TO: Vice President Airline Operations

2. RESPONSIBLE AREA: The daily flight operations of the airline

3. AUTHORITY LEVEL: The Manager of Flight Operations has authority for Operational Control in the absence of the Vice President of Airline Operations. Only the Vice President of Airline Operations may override the authority level of the Manager of Flight Operations.
I. POSITION / TITLE: Manager of Flight Operations (continued)

4. SUMMARY OF DUTIES AND RESPONSIBILITIES:

a. The Manager of Flight Operations is directly responsible to the Vice President Airline Operations and has supervision over all flight operations of the company. The Manager of Flight Operations assists in the formulation and execution of company policies, and supervises functional specialists who have jurisdiction over operations standards, personnel and equipment. He shall maintain a separate set of the Operations Specifications, see that pertinent parts are included in the necessary manuals, and ensure that employees under his supervision comply with them. He shall establish and maintain adequate aircraft and crew scheduling sections. He shall be assisted by, and have under his direction, the Chief Pilot, Manager of Inflight, Manager of Training, Manager of Crew Scheduling, and Manager of Flight Control, so that the implementation of directives will be effected. He shall be responsible for the following specific activities:

(1) The safe conduct of all flight operations in accordance with company and FAA requirements, including areas of special navigation.

(2) Establishing standards and minimums required for all flight activities: the maintenance of proficiency and safety of all flight operations and maintenance, and the enforcement of the Operations Manual.

(3) Establishing systems and procedures for the maintenance of all permanent records required for Flight Operations per FAA regulations. This includes but is not limited to aircraft flight manuals, as well as pilot and dispatcher training records. He will ensure the consistency of content of the Operations Manual. He will work with the Managing Director of Technical Operations to ensure consistency of content between the manuals on the Operations side with the manuals on the maintenance and inspection side of the company.

(4) Direct responsibility to the functional supervision of all flight operations, including the dispatching phases, on all flights operated by the company. He shall ensure that each flight can satisfactorily conduct operations, both scheduled and supplemental, between each regular, provisional and refueling airport, and that facilities and services required are available and adequate. This includes non-visual ground aids, within the degree of accuracy required by ATC. He shall ensure that each route has enough airports that are properly equipped and adequate for the proposed operation. He shall ensure that a system is in place to obtain, maintain and distribute appropriate and current aeronautical data for each airport the company uses, for both scheduled and supplemental operations, and revises the aeronautical data when directed by the Certificate Holder’s District Office (CHDO).

(5) The development and execution of ground and flight training programs for flight operations personnel; Manager of Training for ground training programs, Dispatcher Training Coordinator for dispatch training programs. Chief Pilot/Fleet Manager for Flight training programs and Manager of Inflight for cabin safety will assist him in this task.
1. POSITION / TITLE: Manager of Flight Operations (continued)

(6) The development and application of new flight operating policies and procedures in keeping with changing conditions, equipment, experience and competency of personnel.

(7) Shall act as operations liaison between the company and governmental agencies.

(8) Supervise instructors and training programs; anticipate training requirements; develop, issue and revise training schedules as required; administer training office and staff, and supervise training records.

(9) Responsible for FAA formal liaison and contacts on training-related matters.

(10) Establish, maintain and revise as necessary, the following approved programs for:

   (a) Exit seating program

   (b) Carry-on Baggage program

   (c) Cold Weather Operations Procedures

(11) Interdepartmental liaison within the company. Validate records and diplomas; evaluate new methods and procedures, etc. Responsible for staff consultation and planning. Shall ensure that current records of each flight crewmember and dispatcher show whether the crewmember or dispatcher complies with the applicable FARs, including but not limited to, proficiency and route checks, airplane and route checks, airplane and route qualifications, training, any required physical examinations, flight, duty and rest time periods, as well as action taken concerning release from employment, or physical or professional disqualification of any flight crewmember or aircraft dispatcher for at least six months.

(12) Reviews and makes final selection on recommendations from the Chief Pilot and Fleet Manager pertaining to the selection of company check airman.

(13) Overall responsibility for pilot assignment. May delegate the authority to crew scheduling.

(14) Ensures that there are enough approved weather reporting capabilities along the intended route of flight for either scheduled (domestic / flag) or supplemental operations.

b. To ensure compliance with applicable FARs pertaining to duty / rest requirements, the Manager of Flight Operations has the responsibility to notify crew scheduling each morning of his arrival time to the office, and his departure time at the end of his workday.

c. The Manager of Flight Operations may delegate any of his assigned duties to qualified personnel. However, such delegation will not relieve the Manager of Flight Operations of overall responsibility.

5. QUALIFICATIONS REQUIRED:

   a. Have a good knowledge and understanding of Boston-Maine manuals.

   b. Demonstrated attention to detail and organizational skills.

   c. Have good oral and written communications skills.

   d. Leadership and exceptional decision-making abilities.

   e. Have a good working knowledge of Part 121 regulations.

   f. Must hold a commercial or ATP certificate with at least a multi-engine rating.