

JOIN OUR TEAM!



Ground Support Supervisor - YQT

Location: Thunder Bay, ON	Application Deadline: November 7, 2025
Status: Full Time	Compensation: \$23.74 - \$28.93
Start Date: TBD	Competition #: 2025-49

About North Star Air

We connect people, goods, and communities across the North. Our team is safety-driven, mission-focused, and proud to make a real impact every day.

Position Summary

The Ground Support Supervisor is responsible for overseeing the day-to-day operations of the base. The incumbent is responsible for ensuring all inbound and outbound cargo is properly received, that aircraft are properly loaded and assisting with the planning and direction of all base operators during their shifts. The Ground Support Supervisor will ensure the efficient use of staff and equipment. This role must also maintain high standards of safety, security, and customer service. The Ground Support Supervisor will accomplish effective logistical oversight through strong leadership and decision-making skills.

Key Responsibilities

- Provide direction and control for the base to ensure the efficient operation of all base activities.
 - Directly oversee all base staff during shift.
 - Ensure that all inbound and outbound freight is safety and efficiently handled through the base and that all loads are optimized for delivery and weight and properly secured.
 - Manifest all aircraft loads using in-house software
 - Manage the reception, handling, distribution, and storage of all freight, product, and supplies that come in and out of the hanger/warehouse.
 - Communicate all delays or variances in inbound/outbound freight to the appropriate parties.
 - Assist the Base Manager with recruitment, hiring, terminations and performance management activities.
 - Ensure the necessary levels of occupational health and safety standards.
 - Assist the Base Manager with the development of policies, procedures and service systems to meet the goals of the base.
 - Maintain a clean and tidy terminal environment.
 - Perform other duties as required.
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What We're Looking For (Qualifications)

- High School Diploma or equivalent is an asset
 - Experience of warehouse management systems, logistics, and software
 - Supervisory or team lead experience preferred
 - Familiarity with inventory management, and/or shipping and receiving
 - Familiarity with safety regulations and compliance requirements
 - Forklift certification an asset
 - Good communication and problem-solving abilities
 - Time management and organizational skills
 - Ability to train, motivate, and evaluate staff
 - Attention to detail and focus on accuracy
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Working Conditions

- Diverse shifts due to twenty-four (24) hour operation.
 - Flexible work schedules with overtime and extended hours required.
 - Safety hazards associated with the base operation.
 - Work both indoors and outdoors.
 - Exposure to dust and dirty working conditions.
 - Exposure to high levels of noise.
 - Ability to lift up to 50 lbs.
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Benefits & Perks

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| • Extended Healthcare | • Paid Time Off | • Company Events |
| • Vision Care, Dental Care | • Flight Benefits | • Service Awards |
| • Employee Assistance Program | • Company Discounts | • Employee Recognition |
| • Disability Insurance, Life Insurance | • e-Store Merchandise | • On-Site Parking |
| • RRSP, Employee Stock Purchase Plan, Profit Sharing | | |
- (Benefits are subject to eligibility and plan terms.)*
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Eligibility & Accommodation

Applicants must have current eligibility to work in Canada. We appreciate all applications; only those selected for an interview will be contacted. Accommodation is available upon request for candidates taking part in all aspects of the selection process.

How to Apply

Please email your cover letter and resume to employment@northstarair.ca.

Use the subject line: **“Ground Support Supervisor - YQT”** (to distinguish your application).