

# JOIN OUR TEAM: PASSENGER OPERATIONS SHIFT SUPERVISOR



Location - Thunder Bay, ON

Status - Full Time

Start Date - TBD

Application Deadline - TBD

Compensation - \$23.64/Hour

Competition # - 2025-033

Description: The Passenger Operations Shift Supervisor plays a critical role in ensuring the safe, efficient, and on-time operation of daily airline activities. As a key leader within the Operations Centre, this individual coordinates all aspects of flight operations—including crew scheduling, aircraft routing, irregular operations management, and communication across teams—during their assigned shift

## ➤ Key Responsibilities:

- Supervise Passenger Operations personnel on duty to ensure smooth coordination between dispatch/flight following, maintenance, ground operations, and crew
- Monitor flight performance, schedule integrity, and operational metrics throughout the shift
- Make real-time decisions regarding aircraft movements, diversions, cancellations, and recovery strategies during irregular operations (IROPs)
- Liaise with internal departments and external agencies (e.g., airport authorities, air traffic control) to resolve operational challenges
- Ensure compliance with safety regulations, company policies, and applicable aviation standards
- Lead shift briefings, manage handovers, and maintain comprehensive logs of operational decisions and events
- Mentor and coach Passenger Operations team members, fostering a culture of accountability and collaboration
- Participate in post-operational reviews to identify areas for improvement

## ➤ What We're Looking For :

- Experience in airline operations, preferably in an OCC or flight dispatch environment
- Demonstrated leadership experience, preferably supervising shifts or teams

- Strong working knowledge of flight planning systems, crew scheduling software, and industry protocols
- Excellent decision-making and crisis management skills in high-pressure environments
- Strong communication abilities, both written and verbal
- Ability to work rotating shifts, including nights, weekends, and holidays
- Calm and confident in operational decision-making
- Detail-oriented with strong organizational skills
- Tech-savvy with quick adaptability to system updates
- Proactive and solutions-focused mindset

## **Working Conditions**

- Overtime as required
- Weekend work may be required

## **Benefits**

- |                          |                                |
|--------------------------|--------------------------------|
| • Life Insurance         | • Casual dress                 |
| • On-site parking        | • Company events               |
| • Paid time off          | • Retirement Plan              |
| • Profit sharing         | • Dental Care                  |
| • RRSP                   | • Disability Insurance         |
| • Employee Value Program | • Employee Assistance Program  |
| • Flight Benefits        | • Employee stock purchase plan |
| • Vision Care            | • Extended healthcare          |

Please send your cover letter and resume to [employment@northstarair.ca](mailto:employment@northstarair.ca)

Ensure the email subject line is titled "Passenger Operations Shift Supervisor" to distinguish from other emails.