



Renaissance  
Aviation

## Ground Operations Manager

Renaissance Aviation Ltd. requires the immediate services of an experienced aviation professional to fill the position of **Ground Operations Manager**.

Reporting to the **General Manager**, this role is responsible for the consistent delivery of safe, high quality, on-time ground services to our customers at or within the approved timeframes and cost of operation. Direct reports include the Ramp Manager and the Cabin Services Asst Manager.

### Qualifications

- Proven leadership skills with the ability to direct others, must exhibit sense of urgency, flexibility, and high work standards, excellent problem solving skills, good organizational and communication skills.
- Related bachelors degree or 10+ years in operations/management.
- 8+ years of ramp operations management for a ground handling agency
- Proven customer service expertise in the airline industry
- Experience leading a team of 50+ staff including management and, union and non-union employees
- Competent in Microsoft Office applications (Word, Excel and Powerpoint)
- Proven record of developing and managing a budget
- Experience in developing and negotiating airline industry service contracts
- Experience in cost control in a manpower intensive industry
- Development of efficient resource scheduling
- Experience in developing service industry pricing models
- Experience in leading and directing other managers
- Leadership, interpersonal and communication skills
- Ability to build and maintain effective relationships with internal and external stakeholders
- Highly level of organisational skills
- High degree of personal/professional flexibility

All applications must be submitted via email to [hr@eegroup.bm](mailto:hr@eegroup.bm)

**Closing date: Sept 28, 2012**