

Technical Records Coordinator

Summary of the Position

Working under the direction of the Operations Manager, this position is very dynamic as it connects with every process within our organization.

The position requires an organized and accountable individual with research capabilities, critical thinking skills and a detail orientation.

You will coordinate and maintain the company's and the customer's technical records using the policy, procedures and processes established by the organization and within the compliance of Transport Canada regulations to meet the documentation demands of our shop team and our external customer base. This position supports the Director of Maintenance and you will also work closely with the Parts Specialist, the Service Manager and the organization's shop personnel, particularly Project Keyman. This position assists with quality control and performs clerical/administrative duties. Those with a technical aptitude may be asked to assist on the shop floor occasionally.

Main Accountabilities

The main accountabilities include the following:

- Conduct work in accordance with this organization's Maintenance and Technical Library processes and the position's work plan.
- Have familiarity with the organization's broader Policy and Procedures. Be familiar with the organization's Maintenance Policy Manual.
- Coordinate, update, control and maintain the integrity of the electronic maintenance data.
- Research, maintain the relevancy and currency of the organization's technical library.
- Develop draft work packages for review; prepare final work packages for work performance.
- Support the team in performance of unscheduled maintenance.
- Coordinate work performance information to develop draft and final Maintenance Releases.
- Coordinate the planning for the aircraft's next shop visit.
- Accurately enter all work performance data entry and house as per company procedures.
- Produce and file tracking reports for customers
- Assist and conduct technical research for DOM and shop personnel.
- Attend daily production meetings. Attend weekly administration meetings.
- Be the lead coordinator of the company import process to obtain Canadian certification.
- Control and safe keep customer technical records and customer information held on -site.
- Cooperate with and understand the organization's Quality Assurance methods.
- Responsible for the good housekeeping of the technical records area.
- Attend training courses and improvement seminars as directed.
- Assist in other general administration areas of the business.
- Effectively communicate with strong English skills (verbal and written) within the organization and to external parties including customers and vendors.
- Work collaboratively, as a team member; promote teamwork; enhance the brand image; support and abide by the organization's culture principles. Agree to confidentiality practices.
- Maintain and always work to strengthen all AMO relationships

The above is not an exhaustive list of responsibilities and you will be expected to perform different tasks as necessitated by your changing role within the Business and the overall objectives of the Business.

Duties:

- Gain a strong understanding of the position's processes and procedures.
- Using the organization's database and records, create and review forecast reports with Service Manager; develop draft work packages for scheduled work in preparation for package review with the DOM and/or his delegate (Key Man); coordinate the planning meeting.
- Finalize the work package for the Keyman and his crew's work performance.
- During work performance, assist the Keyman in coordinating, reviewing, and managing the documentation process from customer authorization through to work completion. This includes job cards, component logs, W&B, equipment list info, modification info; manual references; and parts documentation to ensure completeness and accuracy amongst tight timelines in order to develop a draft and final Maintenance Release for the ACA person.
- Accurately enter work performance into the database system; analyze compliance info and/or accurately detail next due. Forecasting is a large part of preventative maintenance; use sound knowledge, seek counsel to ensure timely and effective forecasts from database.
- Support the team in performance of unscheduled maintenance with willingness to shift priorities and anticipate record needs; work with team to conclusion of work performance in similar manner as scheduled work.
- Coordinate and assist in the planning of the work for next shop visit with the Keyman at the end of work completion. Conduct the necessary work resulting from planning meeting (parts / documentation required reports, update Service Manager for work planning, etc.). Ensure work binder ready for next ship visit.
- Produce and file tracking reports for customers based on signed maintenance contracts. File AAIR reports as requested.
- Control and coordinate the AMO import process pertaining to records establishing Airworthiness certification.
- Assist and conduct research for DOM and shop personnel in the conducting of research relating to AD's, SBs, and other manufacturer information as required. Research technical information as requested; seek to understand information in order to determine record keeping implications and impact on work flow.
- Coordinate the proper filing and use of AMO's maintenance agreements; ensure currency of customer Maintenance Control Manuals, Maintenance Schedule approvals; and related agreements.
- Coordinate information and relevancy of Type certificate data; Supplemental Type certification approvals; instructions for continuing airworthiness.
- Coordinate and ensure currency of manufacturer's parts, service, maintenance and installation manuals/references.
- Monitor company library subscriptions; annually review library for currency.
- Continually add, update to the company's technical library as information is gained.
- Regularly test data integrity, at least annually, by reviewing the entire data captured per aircraft within the AMS Maintenance Manager module for Managed aircraft.
- Assist with parts/labour verification and preparation of invoices.
- Assist with greeting clientele on site and on phone.
- Assist stores personnel with order verifications and clerical support as requested.
- Assist the Quality Manager as assigned to conduct internal audits. Assist in technical record and shop audit finding reviews to develop corrective action plans and implement plans; assist in monitoring effectiveness.
- Maintain and always work to help strengthen all AMO relationships (co-workers, customers, vendors, regulators) in accordance with this AMO's core values.
- The technical records area must be maintained as neat and orderly. The area includes the TRC desk, the physical library, and the two computer work stations used by shop personnel. This area is also frequented by the public, vendors, customer, co-workers.
- Contribute positively to values of leadership, teamwork and delivering more.
- Contribute positively to company culture principles.
- Self-identify training needs
- Other duties as assigned by management.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the Business and the overall objectives of the Business.

Qualifications and Skills:

- Previous record keeping in a confidential setting ideally
- Previous experience, familiarity or interest in aviation extremely beneficial
- Experience working within constraints of a regulated environment
- Experience in maintenance tracking software
- Proven data entry skills with high degree of accuracy
- Ability to collaborate with team members towards common goal
- Technical aptitude
- Highly organized with strong preference for detail and orderly work
- Procedure and process driven
- Strong math and critical thinking skills
- Excellent time management skills
- Strong ability to prioritize assigned work
- Efficient in the use of Outlook (Microsoft office) and Excel
- Ability to learn new software and processes quickly.
- Strong telephone skills
- Effective meeting participant
- Customer orientated

Working Terms / Environment

Hours: Monday – Friday 8am – 5pm – Our busy season is June – September so if you are a 4-week vacationer in the summer, don't apply, it won't work out.

Some overtime may be required.

Working environment is open concept; subject to many distractions including shop noise and related smells.

Ability to lift up to 30 pounds.