

WE ARE AIR CREEBEC



WACHIYA · BIENVENUE · WELCOME



Air Creebec Inc.

Capacity Building Summit
October 24, 2019

HISTORY OF AIR CREEBEC...



- Air Creebec's beginnings date back to 1979
- In 1980, Grand Chief Billy Diamond was told: "Indians don't own airlines"
- June 1, 1982 – birth of Air Creebec - the Cree's owned 51% of Air Creebec (Austin Airways: 49%)
- In 1988, the Cree's became 100% owners of Air Creebec
- Late Dr. Billy Diamond (then Grand Chief) was the first President of Air Creebec
- Late Albert W. Diamond was President of Air Creebec from 1992 until 2009
- Matthew A. Happyjack is President of Air Creebec since 2010
- We've grown from 1 plane to 18 planes
- We've grown from 14 employees to 427 employees
- We fly approximately 248,000 passengers a year
- We make approximately 25,000 departures a year
- We fly approximately 5 million air miles a year
- 2017 marked Air Creebec's 35th Anniversary
- Join our team – be part of a proud history!

FLIGHT CREW



PILOT

Requirements:

- **Private Pilot License(PPL)** (Transport Canada's Requirements):
- **After Successful Completion of Above:**
- **Commercial Pilot License(CPL)** (Transport Canada's Requirements):
- **Multi Engine Rating and I.F.R. (Instrument Flight Rules)**

To be eligible to be trained and fly large aircrafts(Canada Air Regulations Part 705 aircraft), successful completion of the Initial Aeroplane Type Rating(IATRA) exam or the Airline Transport Pilot License(ATPL) exams is required



PILOT IN COMMAND

Requirements:

- Airline Transport Pilot License(ATPL)

Responsibilities:

- Responsible for safe operation of aircraft and for the safety of all persons on board during flight
- Abide by rules and regulations of Transport Canada and the Company Operations Manual

FIRST OFFICER

Requirements:

- Commercial Pilot License(CPL)
- Multi-Engine Rating and Instrument Flight Rating
- IATRA or ATPL exams written with pass mark to fly large aircraft(CARs Part 705 aircraft)

Responsibilities:

- Assists Pilot in Command in flying the aircraft
- Assist in pre-flight, in-flight and post-flight duties
- Supervises loading
- Abide by rules and regulations of Transport Canada and the Company Operations Manual



CHIEF PILOT

Requirements:

- Airline Transport License
- Three years experience on heavy aircraft. Approval by Transport Canada - exam/Interview

Responsibilities:

- Responsible for the safe and efficient operation of company aircraft.
- Administration of matters concerning pilots, pilot training, examinations, competency tests, en route operations.
- Assures Transport Canada regulations, policies and standards are adhered.
- Write and update Standard Operating Procedure Manuals for each aircraft type.



FLIGHT ATTENDANT

Requirements:

- **Ground School Training Through Company** (Transport Canada's Requirements):
- **Oral/Practice Exam** (Transport Canada's Requirements):
- **Red Cross First Aid Course:**

Responsibilities:

- Provide cabin service
- Ensure passenger safety in accordance with Transport Canada regulations and company procedures
- Responsible for preflight checks on emergency equipment, commissary
- Abide by rules and regulations of Transport Canada and the Flight Attendant Manual



MAINTENANCE SUPERVISOR

Requirements:

- Possess a valid Aircraft Maintenance Engineer's license
- Must possess sufficient knowledge of all types of aircraft he/she will be required to certify

Responsibilities:

- Supervise maintenance personnel other than shop personnel.
- Assign work to persons under his control.
- Ensure that all work sheets, work cards and logbooks have been completed and signed.
- Ensure that all assigned work is completed in accordance with standard methods, techniques and manufacturer's specifications, Canadian Aviation Regulations and the Maintenance Policy Manual.
- Ensure that logbook releases made during his/her shift are in accordance with Canadian
- Aviation Regulations 605.85 and this Maintenance Policy Manual.



LICENSED AIRCRAFT MAINTENANCE ENGINEER

Requirements:

- Possess a valid Aircraft Maintenance Engineer's License
- Must possess sufficient knowledge of all types of aircraft he/she will be required to certify

Responsibilities:

- Responsible to the Maintenance Supervisor for their work accomplished within the maintenance activity and for certification made within the scope of their certification authority.

APPRENTICE MAINTENANCE ENGINEER

Requirements:

- Completion of credited Aircraft Maintenance Program.

Responsibilities:

- Responsible to the Maintenance Supervisors for the work accomplished on company aircraft.



MATERIALS CO-ORDINATOR

Requirements:

- Experience and accounting knowledge.
- Shall be trained by the Director of Maintenance (PRM) and demonstrate to his satisfaction to have attained sufficiency on the job experience, responsibility and knowledge of the traceability and control system of aeronautical products used by Air Creebec.

Responsibilities:

- Responsible for all technical purchasing.
- Maintain records of inventory.



- **TECHNICAL RECORDS DATA ENTRY CLERK**
- **Requirements:**
- Experience and knowledge of Win Air Maintenance Tracking System
- **Responsibilities:**
- Responsible to the Maintenance Event Planner.
- Enter appropriate information in the Technical Logbooks transmitted from log sheets.
- Responsible for the amending of Tech Publications and Maintenance Policy Manual to ensure distribution of all publications and amendments required to all bases.



MAINTENANCE EVENT PLANNER

Requirements:

- Experience and knowledge of Win Air Maintenance Tracking System

Responsibilities:

- Prepare work packages for approved aircraft and/or component maintenance/repair
- Ensure all Airworthiness Directives, Service Bulletins, Fleet Campaigns and other special inspections (SI's) are included in the work packages, if so required
- Maintain and update applicable computers to track and monitor ongoing maintenance issues for each aircraft



QUALITY ASSURANCE MANAGER

Requirements:

- Possess a valid Aircraft Maintenance Engineer's License.
- Possess sufficient experience on aircraft types that the company operates.
- Qualified in accordance with Canadian Aviation Regulations 573.03, 706.03 and will be assigned management functions in accordance with Canadian Aviation Regulations 573.03 and 706.03.

Responsibilities:

- Report to and be responsible to the Director of Maintenance (PRM).
- Assist in the establishment and maintenance of the Quality Assurance Program.
- Conduct internal company audits.
- Monitor routine inspections, rectification of unserviceabilities and the maintenance, repair and overhaul of aircraft and aircraft components.
- Responsible for tool calibration system.
- Responsible to ensure completion of Airworthiness Directives and Mandatory Service Bulletins at specified time limitation.
- Responsible to audit the performance of sub-contractor maintenance activities, maintenance facilities and records section as they pertain to Air Creebec.



BASE MANAGER

Requirements:

- Possess a valid Aircraft Maintenance Engineer's license
- Possess sufficient experience on aircraft types that the company operates at the specified base

Responsibilities:

- Supervision of maintenance personnel at subbases
- Control of Stores Department
- Responsible to the Production Manager
- Responsible for the timely completion and rectification of the scheduled work functions supplied by the Production Manager
- Appointed within the organization to perform the quality control functions required to meet the Quality Assurance Program requirements



AUTOMATIVE MAINTENANCE

Requirements:

- Class A Automotive License

Responsibilities:

- Maintaining of all ground vehicles.
- Repair and check trucks and mules.
- Maintenance/fabrication of ground service equipment for all stations.

LOADER AND RAMP ATTENDANT

Requirements:

- Experience

Responsibilities:

- Shipping and receiving cargo.
- Freight handling.
- Marshalling aircraft.
- Loading and unloading of baggage/cargo from aircraft.
- De-icing of aircraft/heating of aircraft/engines before departure.
- Forklift operations.
- Consolidation of freight and load distribution on aircraft.



WAREHOUSE CLERK

Requirements

- Experience
- Knowledge of Transportation of Dangerous Goods/Shipping and Acceptance

Responsibilities:

- Customer service for freight shipping and receiving
- Weighing freight
- Daily Sales Reports, Freight Manifests for aircraft
- Forklift operations
- Cargo acceptance/verification of materials being received
- knowledge of aircraft limitations with respect to materials size/weight

FUELLERS

Requirements:

- Course from Esso Dealer
- Class DZ Drivers License

Responsibilities:

- Responsible for aircraft fueling
- Managing fuel inventory
- Perform daily equipment inspections and Product Quality Control testing
- Customer service skills
- Complete fuel sales transactions



STATION COORDINATOR

Requirements:

- Aviation experience

Responsibilities:

- Supervises operations on all bases.
- Ensures coastal operation to Air Creebec standards.

DISPATCHER

Requirements:

- Minimum Age - 21
- Successful completion of Transport Canada examinations

Responsibilities:

- Complete aircraft crew routing and itinerary
- Monitoring aircraft
- Weather analysis
- Radio operation



TICKET AGENT

Requirements:

- Bilingual
- Travel Agent or airline experience an asset.

Responsibilities:

- Reservations and information on flights.
- Passenger and freight ticket sales.
- Gabriel system.
- Daily Sales Report.



OPERATIONS MANAGER

Requirements:

- Extensive aviation background

Responsibilities:

- Responsible for overall direction and supervision of company flight operations
- Ensure that all operations under all Licenses and Certificates are conducted in accordance with Transport Canada
- Ensure that all flight crew are familiar with regulations and procedures



PRODUCTION MANAGER

Requirements :

- AME License with aircraft endorsements.
- Qualified in accordance with Canadian Aviation Regulations 573.03, 706.03 and will be assigned management functions in accordance with Canadian Aviation Regulations 573.04 and 706.03.

Responsibilities:

- Head of Maintenance Production Department.
- Supervision of Maintenance Production personnel.
- Responsible to the Director of Maintenance (PRM).
- Organization, handling and administration of product department.
- Directing and supervising of personnel in the performance of maintenance and inspections on aircraft in accordance with the regulations and policies set forth in the company's Maintenance Control Manual and the maintenance schedule.
- Responsible for the timely completion and rectification of the scheduled work functions supplied by the Planning and Tech Records Department.



DIRECTOR OF MAINTENANCE (PRM)

Requirements:

- AME License with Aircraft Endorsements
- Qualified in accordance with Canadian Aviation Regulations 573.03, 706.03

Responsibilities:

- Head of the Maintenance system for air operator and the Approved Maintenance
- Supervise maintenance system personnel, technical records and planning personnel
- Direction and overall supervision of aircraft maintenance and maintenance planning, including inspection functions for the modifications, overhaul and airworthiness of aircraft
- Overall responsibility for the Stores, Purchasing, Planning, Production and Quality Assurance Program
- Develop and establish policies, budgets, objectives, concepts, regulations, procedures, techniques and methods of the provision of cost-effective servicing, maintenance, modification and overhaul of company aircraft, components, ground support equipment and facilities
- Organize, direct and control the activities of the production-maintenance division in the most economic manner compatible with operational needs. This requires close coordination of programs within the division with the requirements of operations, marketing and finance
- Negotiate all contracts, aircraft/facility leases, purchase and sales agreements
- Liaison with approved organizations for the performance of maintenance
- Plan, recommend or assist therein with the expansion, reduction, change and/or procurement of aircraft equipment, facilities and services.



ACCOUNTANT

Requirements:

- University Course in Accounting
- Bilingual

Responsibilities:

- Preparation of Financial Statements.
- Supervision of Accounting Department.
- Cost analysis.
- Analysis and confirmation of all accounting data.

ACCOUNTS PAYABLE

Requirements:

- DEC in Finance
- Computer knowledge
- Bilingual

Responsibilities:

- Verification of invoices before payment.
- Coding of supplier invoices.
- Preparation of cheques for payment.
- Computer entries.
- Monthly reports.
- Answering suppliers in reference to their invoices.



ACCOUNTS RECEIVABLE

Requirements:

- D.E.C. in Finance
- Computer knowledge
- Bilingual

Responsibilities:

- Collection of outstanding accounts
- Bank deposits
- Reconciliation of deposits
- Coding of invoices
- Monthly reports
- Analysis of credit references

REVENUE ACCOUNTING

Requirements:

- D.E.C. in Finance
- Computer knowledge
- Bilingual

Responsibilities:

- Verification of all freight and passenger tickets
- Communication between travel agencies and ticket agents
- Pilot summary of hours flown.
- Invoicing customers.
- Month end reports.
- Statistics



PAYROLL

Requirements:

- Computer knowledge

Responsibilities:

- Verification of time sheets and memorandums
- Processing data on payroll sheets for bank
- Maintaining accurate employee files
- Monthly reports

RECEPTIONIST

Requirements:

- Bilingual

Responsibilities:

- Receives all incoming telephone calls
- Makes long distance telephone calls



EXECUTIVE ASSISTANT

Requirements:

- High school diploma, grade 12 or equivalent is required
- Degree in Office Administration, Business or related field preferred
- Read, speak and write in English and French, Cree is considered an asset

Responsibilities:

- Perform general office duties such as screens incoming calls, voicemails, emails and correspondence information while maintaining confidentiality. Assesses, identifies and redirects priority items to appropriate department
- Open and prioritize mail; photocopying, emailing, faxing and keeping track of required follow up correspondence; additional duties as required
- Meets and greets visitors to office as well as President's and COO's guests; provide information and resolves inquires as appropriate
- Coordinate sponsorship request and maintain report
- Coordinate all tickets give away or promotional giveaways for events;
- Assembles meeting material and related media including folders, binders and copies
- Participate in Board Kit preparation and maintain all archives
- Compiles, transcribes and distributes minutes of meetings with management, individuals, special interest groups and others upon request



EXECUTIVE ASSISTANT (Cont.)

- Organizes and maintains schedules, appointments, calendars, travel itineraries, hotel, air transportation and other related arrangements when requested
- Reviews, verifies and prepares incoming and outgoing documentation prior to formal submission for signatures
- Assure all executive office space are maintained and required office supplies are available
- Maintain communication with suppliers to ensure a smooth functioning of the office
- Act as main point of contact for other bases and outside vendors
- Support meetings arrangements; meals or obtaining required equipment
- Reconciles, completes and processes the COO's corporate credit card account and travel expense form
Reviews COO's invoices, receipts and purchase orders; submits to COO for approval
- Briefs and updates COO and President on important information as required
- Coordinate purchases and inventory of promotional items for the company. Prepares shipping of promotional items as requested
- Coordinate any purchases of promo items by the employees and insure all transaction
- Coordinate purchases and inventory for IT when requested; Proceed with different IT tasks when requested
- Control access to premises of new and former employees as required
- Support executive coordinator on statistics reports and different tasks when required
- Operational reporting, tasks as delegated, including
- Reconcile daily flight schedule reporting
- Complies with the roles and responsibilities described in the iSMS employee in sub-section 1.6.7
- Timesheets



President

Director General

Other management positions



- 427 employees. (155 in Ontario and 272 in Quebec)
- 110 employees are aboriginal. (70 in Ontario)
- Aboriginal employees work as pilots, flight attendants, ticket agents, re-fuellers, ramp attendants, ground support and maintenance
- Air Creebec is promoting the hiring of aboriginals



ATTAWAPISKAT	7
FORT ALBANY	5
KASHECHEWAN	6
MOOSONEE	16
PEAWANUCK	4
TIMMINS	119
MONTREAL	148
CHIBOUGAMAU	5
CHISASIBI	10
EASTMAIN	4
VAL D'OR	103
TOTAL	427

MEEGWETCH - MERCI - THANK YOU



airCreebec

Any questions? Contact:

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