



JOB POSTING

Maintenance Administrator

We are looking for a **Maintenance Administrator** to join our team in our Maintenance department. Custom Helicopters Ltd. provides helicopter support to clients for various applications, while providing high-quality services with a commitment to safety, quality, and value.

Reporting to the Director of Regulatory Compliance, the Maintenance Administrator is responsible for planning and overseeing administrative supports for the Maintenance department. The Maintenance Administrator acts as a first point of contact for incoming questions, concerns or inquires for the Maintenance department. The Maintenance Administrator is accountable for ensuring tasks are carried out in a concise and consistent manner ensuring Maintenance department operations are supported in an efficient manner, as required. This includes coordinating and communicating department activities, arranging for travel plans, scheduling appointments, assist with training tracking, and reviewing and editing time-sensitive correspondence.

Responsibilities:

- Provide direct administrative and office management support to members of the Maintenance department, as directed by verbal or written instruction. Courteously answer, screen, and manage inbound telephone calls and inquiries.
- Prepare documents including correspondence, reports, memos, forms, and emails. Assist with presentation preparation.
- Perform clerical duties including photocopying, faxing, mailing, credit card reconciliations and basic bookkeeping functions.
- Assist with the coordination of department programs, such as seminars, workshops, special projects, and events.
- Schedule, arrange and/or coordinate meetings, and appointments.
- Handle internal requests for information and data and provide departmental administrative support as required.
- Ensure adequate general office supplies and/or equipment as required.
- Assist with simple maintenance planning and reminders, as well as scheduling vehicle and facility maintenance.
- Ensure applicable insurance policies are in place and assist with claims, where necessary.
- Provide assistance for and/or update company operations software and training databases.
- Assist with the updating of procedure manuals and other company documentation.
- Maintain a high level of confidentiality in all interactions.
- May perform other duties as assigned.

Qualifications:

- High school diploma, GED, or equivalent required, with proven related experience. Business Administration Certificate or Diploma preferred. A combination of education and experience may be considered.
- Excellent customer service, interpersonal, written, and verbal communication skills with the ability to communicate to all clients, visitors, levels of the organization, and its executive team.
- Proven planning, organizational, and time management skills, with strong attention to detail and the ability to multi-task.
- Proficient in Microsoft Office products, including Excel, Word, Outlook, and PowerPoint, with an aptitude to learn new software and systems.
- Knowledge of basic accounting and bookkeeping systems and practices, with an understanding of supplies, equipment, and/or services ordering, as well as inventory control of these items.
- Meticulous records maintenance skills with the ability to maintain filing systems, databases, and basic diary/minutes management.



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- Timeliness, integrity and strong attention to detail are essential to this role.

The successful candidate must provide a satisfactory Criminal Record Check.

Custom Helicopters Ltd. promotes a highly skilled workforce built on mutual respect, supporting personal and professional growth. We offer a competitive salary, along with a comprehensive employee benefit and Pension Plan, and Employee Share Purchase Plan.

Submit your resume to Human Resources at careers@customheli.com. Quote Job Reference: **21-24 – Maintenance Administrator.**
