



POSITION ANNOUNCEMENT
Reno, Nevada

QUALITY ASSURANCE REPRESENTATIVE
Operations / Quality & Safety

Starting Salary: \$34.62, DOE
FLSA: Non-Exempt

***Tactical Air Support was named Nevada Center for Entrepreneurial Technology (NCET)
2019 Aerospace/Aviation Company of the Year***

Tactical Air Support, Inc., a national company headquartered in Reno, Nevada, provides domestic and international “**Center of Excellence**” training and advisory services in tactical aviation and is seeking an experienced **Quality Assurance Representative** to join its team.

Tactical Air’s motto is “*We Serve Those Who Serve*”. Our company’s purpose is twofold: We help make the world more secure through our efforts to improve the military capabilities and security of the U.S. and our partner nations and we create an environment where our employees can discover, develop, and share their talents in a way that provides a meaningful career path.

To support Tactical Air’s fleet and customer requirements, the Quality and Safety division’s focus is to ensure a strong safety culture, free of mishaps and accidents, by following established quality and safety procedures and protocols. The Quality Assurance Representative position is an integral part of an elite team of professionals who get things done, enjoy working together, and are committed to growing with this fast-moving company.

This position is located in Reno, Nevada. With a population of over 400,000, the Reno/Sparks area is a thriving, growing community nestled along the eastern slope of the Sierra Nevada mountain range. Reno/Sparks and the surrounding area, including a short drive to beautiful Lake Tahoe, offers a variety of arts and entertainment, an eclectic restaurant scene, and unlimited recreational activities. There is truly something for everyone. Check out <https://workliveplayrenotahoe.com/> for more information about living in Reno.

The ideal candidate for the Quality Assurance Representative position will be professional, highly-productive, disciplined, and responsive to the needs of the company and employees. This position will monitor and evaluate all maintenance actions to ensure safe and reliable aircraft are provided in accordance with current technical manuals, directives, and instructions applicable to the maintenance program.

The key desirable and preferred requirements for this position include:

- Eight years’ experience in general aircraft maintenance.
- Completion of U.S. military aircraft mechanic and/or airframe courses and/or FAA Airframe and Powerplant (A&P) technical school.
- FAA A&P License.
- Demonstrated knowledge of 8210.

- Knowledgeable of Quality Assurance and flight safety procedures.
- Knowledgeable of applicable safety and maintenance or technical manuals or publications, technical directives, safety procedures, ground support equipment, and special tools.
- Strong interpersonal skills and ability to provide excellent customer service.
- Strong organizational and time management skills.
- Ability to manage multiple roles and projects.
- Ability to read, listen to, and understand information and ideas verbally and in writing.
- Creativity, positivity, and confidence.
- Regular travel to various work sites throughout the U.S. may be required.
- Ability to obtain U.S. government security clearance.

The successful candidate for this position must be able to travel to and/or relocate to Reno, Nevada. Tactical Air will not provide reimbursement for travel or relocation expenses.

The level of position offered will be dependent upon background and qualifications. If you are a dynamic, self-motivated individual who appreciates challenging yet rewarding work, with a keen interest in quality and safety, aircraft maintenance, and solving problems, Tactical Air invites you to email your cover letter (optional), resume, and Tactical Air employment application to: admin@tacticalairsupport.com.

This position will remain open until filled.

If any candidate requires assistance in accessing or completing an employment application, please contact Human Resources.

*Tactical Air is proud to be an **EOE AA M/F/Vet/Disability** Employer*

Tactical Air Support, Inc and Associated Subsidiaries Position Description

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Reports to: Director of Safety; SVP/Chief Operations Officer
Classification: Non-Exempt
Date: 15 February 2018

Tactical Air Company Values:

- **Integrity** – we are honest and truthful in what we say and do.
- **Excellence** – we develop the highest quality people, products, and services.
- **Respect** – we are proven experts valued for our ability and experience.
- **Reliability** – we provide consistent, dependable, and trusted performance.
- **Commitment** – we are dedicated to our mission, customers, and each other.

Core Values:

- **Character matters.**
- **Safety is a byproduct of our professionalism.**
- **Excellence is our standard.**

Employees are expected to apply and follow these principles in the performance of their respective duties:

- Pursue excellence and be accountable.
- Develop working knowledge of company programs and services.
- Learn and comply with company and departmental policies, protocols, and systems.
- Apply customer service practices and emotional intelligence to cultivate and maintain professional and respectful relationships with co-workers, customers, public/private officials, partners, suppliers, local communities, and the general public.
- Be aware of safety program and policies and practice safe work habits.
- Perform quality work with or without direct supervision.
- Work collaboratively, cooperatively, and effectively with co-workers, managers, and stakeholders whether as a team player, team leader, or individual contributor.
- Serve as a mentor, coach, encourager, and motivator to fellow colleagues as needed.
- Exercise self-motivated, self-directed, independent, and mature decision-making, problem-solving, creative thinking, and analytical skills.
- Approach work with energy, a positive attitude, and sense of humor.
- Be flexible, adaptable to change, and willing to learn.
- Be a good steward of company resources, using time and resources wisely.
- Safeguard confidential and proprietary information in accordance with company and legal requirements.

Position Summary

Under general supervision, the Quality Assurance Representative will monitor and evaluate all maintenance actions to ensure safe and reliable aircraft are provided in accordance with current technical manuals, directions, and instructions applicable to the maintenance program.

The following education and experience; essential functions; knowledge, skills, and abilities; physical demands; and work environment are generally representative of the minimum or preferred requirements to enter the job and capably perform the duties and responsibilities. Reasonable

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accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

Education, Work Experience, and Licenses

- High School Diploma/GED and completion of U.S. military aircraft mechanic and/or airframe courses and/or FAA Airframe and Powerplant (A&P) technical school.
- Eight years' experience in general aircraft maintenance.
- Equivalent combination of training, education, and experience in a relevant field or industry.
- FAA A&P license required.
- Valid State Driver License.

Essential Functions Required

The essential functions for this position may include, but are not limited to:

- Monitor contract compliance by all maintenance activities through the audit and surveillance requirements as defined in the Quality Assurance Manual.
- Perform final inspections of all maintenance actions involving safety of flight or requiring certification by an Aircraft Inspector, except ejection seats and canopy systems.
- Investigate safety incidents and assist in preparation of Engineering Investigation Request, Quality Deficiency Reports, Hazardous Material Reports, Technical Publications Deficiency Reports, and Explosive Mishap Reporting as required.
- Review applicable maintenance forms and deficiency data to determine discrepancy trends and specific problem areas.
- Assist in drafting and development of work instructions, maintenance instructions, local maintenance requirement cards, and routine and continuing correspondence to all work centers detailing maintenance and program procedures and requirements.
- Provide briefing and debriefing of Functional Check Flight pilots.
- Assist in preparation of Quality Assurance monthly Data Requirements.
- Assist in preparation of weekly, monthly, and quarterly Quality Assurance Control Status Report for inclusion in report to Program Management.
- Operate Flightdocs database information system.
- Review incoming technical publications and directives to determine their application to the Maintenance Department, if required
- Ensure compliance with and monitor all established general and industrial safety rules and regulations as applicable to the contract, facility, and job assignment.
- Ensure safety, security, and preservation of all equipment.
- Ensure compliance with Foreign Object Damage (FOD), Hazardous Waste, Egress Familiarization, Hydraulic Contamination, Oil Surveillance, and tool control programs.
- Maintain cleanliness of work center.
- May be assigned as subject matter expert (SME) or training instructor as required.
- Other duties as assigned.*

Knowledge, Skills, and Abilities (KSAs)

- Demonstrated knowledge of DCMA INST 8210.
- Knowledgeable of Quality Assurance procedures.
- Knowledgeable of applicable safety manuals.
- Knowledgeable of applicable maintenance or technical manuals and publications, technical directives, safety procedures, ground support equipment, and special tools.

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- Ability to research, read, and interpret aircraft drawings.
- Ability to brief and debrief Functional Check Flight pilots in requirements for functional check flights and expected results.
- Strong PC-based computer skills; proficiency utilizing various software such as Microsoft Office; web-based e-mail/calendar applications; virtual office/cloud-based file sharing (i.e., G-Suite/Google for Work, Google Hangouts, GoToMeeting, etc.); and Flightdocs database system.
- Ability to manage files and maintain records in compliance with standard or required recordkeeping practices.
- Strong, effective communication skills, both verbally and in writing, with emphasis on sharing or transmitting technical information with clarity and accuracy.
- Ability to plan and carry work through to completion with accuracy and attention to detail.
- Ability to comfortably manage multiple tasks and projects utilizing time management and organization skills.
- Knowledge of proper telephone and email practices and etiquette.

Supervisory Responsibility

This position currently has no supervisory responsibilities.

Physical Demands

- Requires physical movements and postures normally associated with an airport hangar/shop/flight line environment.
- Extended periods of special vision requirements including close vision, peripheral vision, depth perception, and ability to adjust and focus.
- Periodic periods of sitting.
- Periodic use of desktop/laptop computer and peripheral equipment.
- Regular stooping, standing, and carrying.
- Regular lifting up to 50 pounds or more (with assistance, if required).
- Regular use of hands and fingers to handle, feel, or operate objects, tools, or controls; reaching with hands and arms.
- Frequently required to actively talk, listen, and hear.
- Regularly ascend/descend stairs.

Work Environment

While performing the duties of this position, employees may encounter the following, but not limited to, work situations:

- Aircraft hangar or warehouse environment with exposure to high noise hazards; fumes from engines, chemicals, and airborne particles; electrical shock hazards; and trip or slip hazards.
- The diversity of work conditions may include unpredictable climate and severe changes in temperatures and weather.
- May be required to wear protective clothing or other safety equipment.
- May be required to interpret Material Safety Data Sheets and handle hazardous materials and chemicals.
- May require the use of a respirator.
- Standard hours are Monday through Friday, 7:00 a.m. to 4:00 p.m.
- Occasional evening, weekend, holiday, and overtime work may be required.
- Regular travel to various work sites throughout the U.S. may be required.

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Work Authorization/Security Clearance

- Completion and submission of a U.S. government I-9 Form.
- Eligibility for a U.S. government security clearance may be required.

**The statements herein are intended to describe the general nature and level of the position but may not encompass all specific job tasks an employee so classified may be required to perform. As such, responsibilities, duties, and required skills may be changed, expanded, reduced, or deleted to meet the business needs of Tactical Air Support, Inc. Furthermore, this position description does not establish a contract or implied contract for employment.*