



POSITION ANNOUNCEMENT
Jacksonville, Florida

QUALITY ASSURANCE REPRESENTATIVE
Ground Ops / Production

Starting Salary Range: \$34.62 to \$38.00 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 our **Production** team.

Tactical Air’s motto is “*We Serve Those Who Serve*” and 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 ways that provide a meaningful career path.

Tactical Air’s ground operations includes production, maintenance, and logistics support for our own fleet of high-performance aircraft and for our customers, with assignments and detachments across the U.S. Tactical Air’s team includes A&P-certified and tactical aircraft experienced mechanics, technicians, logisticians, and engineers, with a combined experience of more than 75 years in tactical aviation maintenance and more than 30 years supporting U.S. military adversary contract maintenance. To support Tactical Air’s fleet and customer requirements, the Quality team’s focus is to ensure a strong culture of quality 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 Jacksonville, Florida, the largest city in Florida with a population just over 900,000. Jacksonville boasts the largest Naval port in the United States (Mayport) and offers communities rich in history, arts and culture, entertainment, recreation, and cuisine. There is truly something for everyone. Check out <https://www.lifestorage.com/blog/moving/moving-to-jacksonville-fl/> for more information about living in Jacksonville.

The ideal candidate for the Quality Assurance Representative position will be professional, highly productive, disciplined, team-oriented, technically astute, 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 the Jacksonville, Florida area. Tactical Air will not provide reimbursement for relocation expenses.

Tactical Air offers a comprehensive benefits package, including (but not limited to) 401K retirement savings plan with employer match, full health/dental/vision care, and life insurance. 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 cutting-edge aircraft mission systems development and maintenance, Tactical Air invites you to apply.

All applicants must submit a cover letter, current CV/resume, and completed employment application. For complete position profile and application, please go to <https://tacticalairsupport.com/jobs/>.

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 as Assigned; 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 or equivalent 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.
- Familiarity or experience with U.S. Department of Defense (DoD) federal contractors and the aerospace, defense, or commercial aviation industry preferred.

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.

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- Knowledgeable of applicable maintenance or technical manuals and publications, technical directives, safety procedures, ground support equipment, and special tools.
- 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 computer skills with ability to utilize various software and applications (Microsoft Office 365/GCC High/MS Teams preferred) for creating documents, reports, forms, spreadsheets, presentations, and publications as required; web-based applications for organizing work, communications, or data entry; virtual office/cloud-based file sharing.
- Ability to properly handle classified materials, manage files, and maintain records in compliance with standard or required recordkeeping practices.
- Strong communication skills with the ability to provide information to colleagues, customers, co-workers, or other stakeholders (internal and external) utilizing various communication formats and tools, and exhibiting appropriate body language and listening skills, 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 use of government classified networks, 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:

- Fast-paced, high-pressure, safety-conscience environment.
- 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.

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- May be required to interpret Material Safety Data Sheets and handle hazardous materials and chemicals.
- May require the use of a respirator.
- Specific work hours determined by operational, departmental, or contractual requirements.
- Occasional evening, weekend, holiday, and overtime work may be required.
- Regular travel to various work sites throughout the U.S. may be required.

Work Authorization/Security Clearance

- Must be lawfully eligible to work in the United States and complete a U.S. government I-9 Form.
- Must be eligible to obtain a U.S. government security clearance.
- Pre-employment, random, or for cause drug/alcohol testing (including for marijuana) required.
- Pre-employment and ongoing physical certifications 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.***