



<b>Job title</b>	<i>General Manager</i>
<b>Reports to</b>	<i>Owner/CEO/Vice President/President</i>

### **Job Purpose**

The General Manager is responsible for the smooth, efficient, and profitable operation of Osceola Air.

### **Duties and Responsibilities**

The General Manager is responsible for creating and realizing the company vision, for the financial performance of the company, and for development of management skill and expertise. He/she is ultimately responsible for the operations of all departments and must ensure that they operate in accordance with policies of the company, and within ethical and legal guidelines. The General Manager must appropriately satisfy the requirements of Osceola Air's three constituencies: the Owners, the Employees, and the Customers.

### **Detailed Responsibility**

Determines staffing requirements, hires and trains new staff, supervises direct reporting staff according to overall company policy, sets employee goals and objectives, and monitors staff performance including performance reviews.

Applies strategic planning to determine company, department or unit objectives.

Reviews performance data (financial, sales and activity reports) to monitor and measure productivity, goal progress and activity levels, and allocates use of available resources based on analysis.

Monitors and assists staff with work progress. Provides coaching and leadership to staff as necessary and/or requested.

Evaluates current business processes and systems. Makes relevant corrections, improvements and suggestions.

Plans, develops and implements procedures and systems to maximize operating efficiency.

Establishes and maintains controls. Adjusts as necessary to ensure efficacy.

Formulates department/unit policies and practices.

Co-ordinates financial and budget activities for maximum operational efficiency.

Facilitates the preparation and analysis of reports. Makes appropriate and logical operations decisions based on data and experience.

### Qualifications

Qualifications include:

- Ten or more years of progressive responsibility in a related industry.
- Minimum two years' college or technical education; comparable experience will be considered.
- Strong leadership qualities; excellent managerial skills.
- Able to comprehend and analyze large amounts of information quickly.
- Demonstrated ability to lead and manage a complex work environment.
- A demonstrated ability to understand company financial information.
- Good interpersonal skills.

### Physical Requirements

To adequately perform the duties of this job the employee is regularly and routinely required to sit; stand, walk, stoop, kneel, use hands to finger, handle controls; hear, and talk. This job will require the employee to sit for long periods of time and use a computer keyboard. The employee frequently is required to reach with hands and arms. The employee must regularly lift and/or move up to 25 pounds (review and modify this weight as appropriate). Specific vision abilities required by this job include close vision and the ability to adjust focus.

### Direct Reports

Departmental managers, as well as subordinate managers/intermediate supervisors and individual contributors will report to this position.

<b>Approved by:</b>	<i>Signature of the person with the authority to approve the job description</i>
<b>Date approved:</b>	<i>Date upon which the job description was approved</i>
<b>Reviewed:</b>	<i>Date when the job description was last reviewed</i>

*By signing below, I acknowledge that I understand and agree to perform the duties described herein to the best of my ability, with or without accommodation, with honesty and integrity.*

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Manager Signature: \_\_\_\_\_ Date: \_\_\_\_\_

*Ideally, a job description should be reviewed annually and updated as often as necessary.*