

Job Title: Director of Aviation Services	Department/Shop: FBO, Flight School, Testing, GA Shop, Marketing
Reports To: Vice President of Operations	Location: Missoula, MT
Supervisory Position: Yes	Travel Required: Minimal

Position Summary:

The Director of Aviation Services is responsible for managing the overall operations, customer service, and financial performance of Neptune Aviation's retail business units, including the FBO, Flight School, Testing Center, GA Maintenance, and Marketing. This role ensures the delivery of high-quality services to aircraft operators, airlines, GA Maintenance customers, passengers, and other stakeholders while maintaining compliance with aviation regulations. The Director will develop and execute a multi-year growth plan while ensuring day-to-day excellence, regulatory adherence, and a strong, proactive safety culture.

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Essential Responsibilities:

- **Management:** Plan, direct, and provide management for the retail aviation services divisions.
 - **Operations Management:** Oversee daily operations, including line services, fuel sales, hangar leasing, facility maintenance, GA maintenance operations, airfield and airside programs, ensuring compliance with FAA and TSA regulations.
 - **Strategic Planning:** Continuously evaluate the market for sales and growth opportunities. Develop plans to leverage current capabilities to increase efficiency and sales. Identify and evaluate new capabilities for growth that align with the direction and vision of the company.
 - **Project Coordination:** Manage special research requests, capital improvement projects, contracts, and other aviation initiatives.
 - **Customer Relations:** Develop and maintain positive relationships with customers, ensuring high levels of satisfaction and repeat business.
 - **Financial Oversight:** Work with Controller to manage the budget, including forecasting, revenue/expense management, and capital expenditures.
 - **Compliance:** Ensure adherence to federal, state, and local regulations, including environmental and safety standards.
 - **Personnel Management:** Hire, train, and supervise staff, conducting performance evaluations and fostering professional development and healthy company culture.
 - **Marketing and Business Development:** Oversee marketing strategy, brand positioning, and demand generation for each retail business line (website, digital, events, social, PR). Identify growth opportunities, conduct competitive analysis, and develop marketing strategies to attract new business. Oversee Marketing team to support all marketing initiatives for the company.
 - **Project Management:** Develop and implement procedures and strategies to enhance service delivery, contract obligations, opportunities, and utilization of available resources. Lead and manage projects, from inception to completion, ensuring timely and successful delivery.

- **Community Engagement:** Represent retail aviation services in local and national aviation organizations, promoting company services, and fostering community support.

Required Qualifications:

- Bachelor's degree in aviation management, business administration, or a related field. Preferred 10 years of experience in general aviation management as well as leading and growing a variety of teams.
- 8–12+ years of progressive leadership in general aviation, including responsibility for at least two of the following: FBO operations, flight training, maintenance/MRO, or aviation marketing/business development.
- Demonstrated P&L ownership and multi-site or multi-line leadership experience.
- Deep working knowledge of FAA regulations (Part 61/91/141/43/65/145), TSA security requirements, fuel QC practices, and airport minimum standards.
- Excellent analytical skills (pricing, forecasting, unit economics) and data-driven decision making.
- Exceptional people leadership: talent development, change management, and cross-functional collaboration.
- Strong leadership, communication skills, organizational abilities, and project management with an extensive knowledge of aviation regulations and industry standards.

Desired Qualifications:

- Advanced degree (MBA, MS Aviation).
- Pilot certificate (Private or higher) and/or CFI/CFII;
- A&P certificate
- Experience with university flight programs, airline pathway partnerships, or workforce development programs.
- Avionics or component repair experience; deicing program management; winter ops in cold-weather environments.
- Familiarity with enterprise systems (FBO POS, maintenance ERP, learning management, CRM/marketing automation, BI tools).

Additional Skills: Ability to:

- Manage multiple priorities and projects effectively.
- Establish and obtain operating goals and objectives.
- Foster collaboration and trust within the aviation services teams along with other departments.
- Solve complex problems and execute decisions.
- Demonstrate excellent interpersonal skills and build strong relationships with customers and staff.
- Develop and administer budgets in partnership with stakeholders.
- Foster growth mindset along with cultivating self-awareness to mentor and model team development.
- Take personal responsibility for allocated tasks and work with minimal supervision.
- Look for opportunities to innovate.

Physical Requirements and Working Conditions:

- Standard office environment with occasional after-hours or weekend work during operational demand.
- Occasional travel to industry events or business meetings.



- Regularly required to stand and walk.
- Required to sit and use computer and various office equipment for extended periods.
- Lift and/or move up to 10lbs and occasionally lift and/or move up to 50lbs.

Additional Information:

This job description is not intended to be all – inclusive, and the employee will also perform other related duties as assigned by immediate supervisor/management to fulfill job function or as deemed necessary. Neptune Aviation Services Inc. reserves the right to revise or change position responsibilities as the need arises. This description does not establish a written or implied contract of employment.

Employee Signature: _____ Date: _____

Company Representative Signature: _____ Date: _____