



Job Title: GA Avionics & Installation Lead	Department/Shop: Avionics
Reports To: Avionics Manager	Location: Missoula, MT
Supervisory Position: Yes	Travel Required: Yes Limited

Position Summary: This position will be responsible for guiding our expanding GA Avionics and Installation operations. Work includes interfacing with the customer, collecting customer data, aircraft information, building estimates, and bids for incoming avionics work, and directing the workflow of customer Avionics needs in order to meet timelines and maximize customer satisfaction.

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Essential Responsibilities:

- Coordinate incoming customers, quote and create service agreements and work orders using established Neptune procedures and in conjunction with GA Shop Service Writer.
- Maintain and monitor avionics services schedule and delivery obligations.
- Maintain proper communication with customers and the maintenance department detailing expectations, repair status and ensuring timely delivery.
- Aid customers in troubleshooting, advise service recommendations and maintenance actions.
- Coordinate and maintain open communication with avionics techs, mechanics, and shop personnel to ensure service is delivered in a timely and efficient manner.
- Maintain customer historical data to facilitate recurring service recommendations and potential aircraft improvement/modification opportunities.
- Maintain an appropriate level of product knowledge to communicate the installation, adjustments, troubleshooting, and final functional and operational tests to customers.
- Verify documentation of all work on the aircraft and ensure that the aircraft records are complete.
- Administrative responsibilities, data collection, and other duties as requested and assigned.
- Represent Neptune in a professional manner by maintaining a clean, business level appearance appropriate for maintenance sales. Communicating in person, and in writing, in a professional manner and ensuring high-quality customer satisfaction expectation.
- Active participation in marketing and growing Neptune's avionics capabilities.
- In coordination with other avionics leads, staff manpower to complete projects in a timely fashion.
- Be able to thoroughly train Avionics Technicians under their supervision in the correct practices and methods of performing essential inspections on the aircraft (i.e., 91.207, 91.411, 91.413, EWIS and EZAP), in accordance with appropriate technical data.
- Assure that work performed by the Repair Station follows all applicable Federal Aviation Regulations, technical data, and company policies.
- Maintain the appropriate certification(s) needed to be designated as an Avionics Lead.

Additional Job Duties and Responsibilities:

- May perform as an instructor for training programs.



- May be delegated Avionics Manager duties when the Avionics Manager is absent.
- May be required to fly on aircraft, position depended.
- Run up and test under power the engine(s) and systems.
- Duties may be delegated as appropriate; however, such delegation does not relieve the Avionics Lead of overall responsibility.
- Perform other duties and responsibilities as required to fulfill job function or as assigned.

Knowledge, Skills, and Competencies:

- Knowledge of the makeup, operation, installation, and adjustment of a variety of major interrelated and/or integrated aircraft systems, subsystems, and assemblies.
- Knowledge of service writer duties, sales skills and understanding of general and corporate aviation service models.
- Skill in the use of standard and specialized tools and test equipment of the trade including fixtures, templates, scales, test stands and external power sources.
- Skill in reading and understanding data and settings from cockpit instruments and gauges.
- Skill in interpreting and applying written technical guidelines.
- Skill in the use of computers to research technical data.
- Ability to communicate effectively with diverse clients with a variety of complex issues and needs.
- Ability to work respectfully in a team environment toward a common goal.
- Ability to think analytically and be a problem solver.
- Ability to communicate effectively in a courteous and professional manner.
- Understand and practice safety procedures to prevent personal injury or damage to equipment.
- Proficient with the Microsoft Office suite of products (Word, Outlook, Excel, etc.).
- Skill in reading and understanding data and settings from cockpit instruments and gauges.

Required Qualifications:

- High School Diploma or Equivalent Certificate.
- FAA Certified Airframe and/or Powerplant Mechanic (14CFR 65)
- Repairman Certificate (14CFR 65) as required.
- Strong electrical or avionics troubleshooting, wiring diagrams or electrical systems experience.
- 5+ years in avionics/electrical
- 5+ years of combined aircraft (commercial, business, or military) experience.
- Previous experience as a supervisor in the aviation industry.
- Commitment to the mission and vision of Neptune Aviation Services Inc.

Desired Qualifications:

- Aftermarket avionics manufacturer training.
- U.S. DOT Medical or ability to obtain DOT Medical.
- Experience maintaining C23B or SD3-60 aircraft within the last 5 years.
- 5+ years of experience on aircraft over 12,500lbs.
- Inspection Authorization (IA)



- Additional FAA/Industry License/Qualification(s) is highly desired.
- 5+ years in aftermarket avionics installations (Garmin, BendixKing, Trig, uAvionix, Dynon)

Physical Requirements and Working Conditions:

- Work assignments require moderate to strenuous effort. Workers must climb, bend, stoop, crawl, and stand for prolonged periods on concrete or metal surfaces. Frequently lift parts and equipment that weigh up to 25 pounds. Occasionally lift and carry items that weigh about 50 pounds. Heavier weights may be lifted with mechanical lifting devices or assistance from other workers.
- Work is performed in hangar areas, outdoors, and in hazardous noise areas. Workers are exposed to extremes in heat, cold, and inclement weather. Work can occur in confined spaces and in awkward positions. Dirt, dust, grease, and aircraft fluids are common in the workplace.
- Extended periods of travel may be required.
- Work assignments could include long hours at a computer leveraging software programs, point of sales systems, keyboarding, filing and paperwork.

Additional Information:

This job description is not intended to be all – inclusive, and the employee will also perform other duties as assigned by immediate supervisor/management as required. Neptune Aviation Services 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: _____

Supervisor Signature: _____ Date: _____