

**Division of Facilities & Transportation Services
Bureau of Enterprise Fleet – Wisconsin Air Services
Enterprise Program Section Chief**

Position Summary

This position reports to the Administrative Manager/Bureau Director and serves as the Wisconsin Air Services Manager, Bureau of Enterprise Fleet, Division of Facilities and Transportation Services in the Department of Administration (DOA).

This position manages Wisconsin Air Services (WAS), the state's flight department that provides safe, comfortable air transportation on a 24/7 basis to a diverse customer base of state government entities, including state officials and officers. Wisconsin Air Services also maintains the state fleet of passenger and work aircraft to standards set by the FAA. The position manages daily operations, supervises the professional staff of pilots and mechanics, prepares operating budgets and provides analysis and data on improving the safety, customer service and efficiency of Wisconsin Air Services operations. The position also ensures that internal and external training is available to help professional staff of aircraft pilots and aircraft mechanics maintain their high standards and credentials.

This position ensures that all aircraft pilot meet and maintain required FAA certification, ratings, medical qualification, WAS training standards and flight currency requirement necessary to legally and safely operate assigned aircraft. And establish internal monitoring systems to track pilot qualifications and compliance.

This position has full oversight of flight scheduling, aircraft utilization, crew assignments, customer billing, financial tracking, rate development and cost recovery to ensure program sustainability.

In addition, this position administers the state aviation program as provided in S. 16.04 Wis. Stats. and develops and implements operational policies to improve the safety, efficiency and administration of state air transportation. The position coordinates these efforts with Aviation Managers in other state agencies.

This position serves as an aviation subject matter expert for budget, risk management, legal and regulatory matters and provides recommendations on aviation policy to management. The incumbent must maintain qualification sufficient to serve as pilot in command (Captain) in accordance with FAA regulations and Wisconsin Air Services internal policies and standards when operationally necessary.

This position is also responsible for long-term capital planning for the Wisconsin Air Services fleet, including lifecycle cost analysis, development and submission of capital budget requests for aircraft replacement, fleet modernization, avionics and all other major equipment acquisitions as well as recommendations regarding aircraft procurement, refurbishment or surplus.

While not a regularly assigned duty of the position, the Enterprise Program Section Chief may function as an Aircraft Pilot during times of critical need for multi and single engine aircraft on both day and night flights under visual and instrument conditions.

This position also works on special projects and teams for DOA and across the enterprise.

Goals and Worker Activities

40% A. Manage and direct the operations of Wisconsin Air Services

A1. Manage aircraft fleet maintenance and flight operations in accordance with policies, guidelines and rules of the Department of Administration and federal and state aviation regulations.

A2. Develop biennial and annual operating budget requests and present recommendations for equipment, aircraft, personnel, space and materials to support a safe and efficient air transportation and maintenance operation.

A3. Analyze data on a regular basis to determine utilization rates, maintenance service levels, passenger rates and lease rates and propose modifications as needed.

A4. Develop and implement strategic planning efforts for the efficient management and administration of Wisconsin Air Services operations.

A5. Maintain data on Wisconsin Air Services operations including an inventory of state owned and maintained aircraft, reports to monitor pilot flying time, executive flight activity, aircraft flight activity and aircraft maintenance activity.

A6. Provide leadership, direction and supervision of Wisconsin Air Services staff including hiring and disciplinary actions in accordance with Department rules. Lead and participate in recruitment activities for pilots, mechanics and support staff. Provide management oversight of limited term employees performance, work assignments and compliance with department policies. Determine proper LTE staffing levels for FTE pilot coverage and customer needs.

A7. Manage the daily services provided by the air transportation program including quoting and scheduling flights, billing customers, handling expenses through state procurement rules and assigning projects and responsibilities to personnel.

A8. Obtain the necessary authorizations and permits for aircraft, crew and passengers when flying out of the state or to foreign countries.

A9. Ensure all aircraft pilots meet and maintain FAA certification, medical, training and currency requirements. Implement compliance tracking systems to monitor pilot qualifications, training and flight experience minimums.

A10. Perform flight scheduling activities to ensure efficient aircraft utilization prioritization in alignment with operation and customer needs.

A11. Perform customer billing processes, rate setting, financial reconciliation, cost recovery modeling, fiscal reporting in accordance with state accounting policies and enterprise financial management teams.

A12. Develop fleet replacement and modernization plans, including preparation and submission of capital budget request for aircraft, avionics, modernization and other major equipment.

A13. Implement technology solutions for operations, scheduling, maintenance, safety management, billing, data analytics and customer service delivery.

15% B. Develop and implement policies to improve the safety, efficiency and administration of the state air transportation program.

B1. Provide data-driven policy analysis to management regarding the state air transportation program and information on aviation issues.

B2. Propose statutory language, administrative rule and policy changes necessary to implement DOA responsibilities as assigned by statute.

B3. Develop operational policies for employees who act as pilots across the enterprise, including crew rest requirements, current flight training, flight checks and flight physical examinations, as required in S. 16.04 Wis. Stats. and FAA regulations.

B4. Develop, in coordination with user agencies, a Department Flying Operations Manual to include pilot qualifications, a pilot evaluation program, and other standards, including the items listed above.

B5. Serve as the state's aviation subject matter expert for budget, legal, risk management, regulatory and executive matters.

B6. Develop and update standard service protocols, operating procedure and performance standards to reflect advancement in aviation, regulatory changes, industry best practice and evolving customer services expectations to advance and modernize the Wisconsin Air Services program.

15% C. Develop and maintain strong customer service and build strong customer relationships.

C1. Serve as a liaison and maintain strong relationships with other state agencies, Wisconsin Air Services customers, commercial operations, airlines and airports.

C2. Collaborate and coordinate with other agencies' Aviation Managers.

C3. Maintain effective and ongoing communications with customers regarding services at Wisconsin Air Services and solicit customer feedback for improving services.

C4. Monitor, evaluate and improve the provision of services to customers.

15% D. Manage the provision of flight and ground training programs and remain current inflight proficiency.

D1. Ensure internal and external training is provided for each Wisconsin Air Services employee as required to maintain professional standards and credentials.

D2. Oversee development of internal flying and ground safety programs.

D3. Conduct special studies for individual section flying activities such as pilot and mechanic workload, effectiveness of new training, perception of and effectiveness of safety training received by pilots and mechanics.

D4. Maintain currency and flight proficiency in day, night and instrument conditions and low-level flight in assigned Department aircraft commensurate with FAA and DOA regulations and requirements by successfully demonstrating pilot proficiency on periodic flight refresher reviews and simulator training.

D5. Maintain a current knowledge of weather, regulations and flight procedures.

D6. Maintain a thorough knowledge of performance characteristics and operational limitations of all state aircraft.

15% E. Provide leadership and project management for special projects as directed by management.

E1. Provide analytical, planning and project management expertise and manage special projects for DOA and for the enterprise.

E2. Attend sessions, participate in group activities and make presentations regarding Wisconsin Air Services and aviation.

E3. Strive to develop and continually improve leadership skills that encompass DOA's leadership core competencies: communicator, coach, change agent, mentor, role model and shield.

E4. Provide complete program oversight of Wisconsin Air Services, including strategic planning, risk management, fiscal accountability, regulatory compliance, continuous improvement initiatives for long term program sustainability.

Special Requirements

This position is not required to fly on a regular basis; however, for efficient facilitation of Wisconsin Air Services operations program management, policy development, and leadership of Aircraft Pilots, the following licenses, certifications, and endorsements are required:

- Possession of a current FAA Airline Transport Pilot, indicating single and multi-engine land, with type, instrument, and commercial ratings.
- FAA Second Class Medical Certificate, with no waivers other than for corrected vision
- Endorsements:
 - High Altitude
 - High Performance
 - Complex Aircraft
- Hours in Flight:
 - 2,500 hours total time, airplane
 - 500 hours Pilot in Command (PIC), airplane
 - 200 hours Turbine Time, airplane
 - 100 hours Instrument Time (actual and simulated)
 - 100 hours Nighttime PIC
 - 200 hours Multi-Engine

Knowledge, Skills and Abilities

1. Proven supervisory skills and the ability to engage employees to enhance their skill sets.
2. Ability to interpret statutory requirements and policies and implement those directives.
3. Ability to manage complex operations and develop budgets and stick to them.
4. Ability to analyze policies and procedures for more effective and efficient outcomes.

5. Excellent problem-solving and customer service skills.
6. Knowledge of passenger aviation, preferably in areas relevant to the position, including federal aviation regulations, aircraft flight operations, aircraft mechanical systems, crew resource management, personnel management and budgeting.
7. Knowledge of the capabilities and limitations of individual aircraft for safe mission accomplishment.
8. Knowledge of FAA, State, and Department regulations and policies.
9. Knowledge of safety programs as they apply to Wisconsin Air Services.
10. Knowledge of advanced aircraft systems, including aircraft pressurization, de-ice boots, retractable landing gear, and advanced avionics such as G1000 and EFIS 40/50.
11. Ability and knowledge to operate at high altitudes.
12. Ability to operate an aircraft at speeds exceeding 200 knots (230 mph).
13. Knowledge of and ability to operate the Pratt and Whitney PT6 Turbine Engine, including: high-speed aerodynamics, advanced navigation systems, and engine performance management.
14. Ability to operate in all weather conditions, including low IFR conditions.
15. Knowledge of, ability and skill to maintain radio skills when talking to air traffic control in all weather conditions.
16. Knowledge of and ability to utilize Crew Resource Management (CRM) during normal, abnormal, and emergency operations.
17. Proficient knowledge of ForeFlight, Bart, and FltPlan.com software programs.
18. Knowledge of the minimum equipment list (MEL) for each aircraft in the WAS fleet.
19. Knowledge and skill related to interpreting current and predicted weather to accomplish aviation missions.
20. Demonstrated commitment to valuing diversity and contributing to an inclusive workplace environment.
21. Proven ability to collaborate with a wide range of individuals with varying backgrounds to work together for a common purpose to achieve business goals.
22. Ability to operate aircraft in accordance with federal regulations and state policies and procedures and to meet and maintain FAA certificates, ratings and flight experience to meet Wisconsin Air Services pilot qualifications as either a First Officer or Captain, preferred.
23. Knowledge of Microsoft Office Suite, including Word, Excel and Access.