



8009 34th Ave S, Suite 1300, Bloomington, MN 55425
www.lifelinkiii.com

Director of Operations – Blaine, MN

Who Are We: Life Link III is a premier, nationally recognized air medical transport company, known for our clinical excellence, superior aviation program, and reliable response in providing care to critically ill or injured patients. Our priority is to do everything possible to give every patient their best chance for the best possible outcome – demonstrated by our unwavering commitment to providing the highest level of care to our patients while on board safe, state-of-the-art aircraft. We continually focus on innovation and work to put cutting-edge technology and education in the hands of our flight medical crew, pilots, mechanics, operational control specialists, and communication specialists so we can provide uncompromising care to the communities we serve. We do this work while living out our core values of safety, customer focus, excellence, integrity, innovation, and collaboration.

Position Summary: Life Link III's Director of Operations emphasizes safety, collaboration, and innovation in their approach to realizing Life Link III's mission, vision and values.

The Director of Operations reports to the Vice President of Aviation Operations and is Life Link III's designated authority to the Federal Aviation Administration (FAA). This position serves as an essential collaborator and leader, through direct leadership and delegation by way of the Chief Pilot. The Director of Operations ensures Life Link III pilots are poised and ready to serve our patients, people and partners while adhering to FAA regulations. The Director of Operation's leadership, attention to regulatory details and aviation safety are fundamental to the success of Life Link III's ability to provide cutting-edge patient care. This position is classified as hybrid. The Director of Operations embraces and lives out Life Link III's mission, values, and a commitment to safe and effective air medical transport.

Position Highlights:

Department Leadership:

- Engages, motivates and inspires Life Link III's pilots to embrace and live out the mission of the organization
- Supervises the Chief Pilot
- Develops, executes and monitors department budget
- Responsible for the efficient use of company resources
- Develops and maintains Quality Improvement initiatives in support of Life Link III's goals
- Continuously builds upon Life Link III's patient-centric culture through the strategic vision of the department
- Delegates responsibilities and continuously monitors operational effectiveness
- Establishes and maintains relationships with company personnel, vendors and client personnel
- Recommends additions to the department which include comparative aircraft studies
- Prepares short- and long-range strategic plans that include organizational and departmental objectives
- Evaluates department personnel periodically to ensure superior levels of performance
- Provides constructive on-time feedback to foster a positive learning environment
- Promotes professional development and contributes to the professional growth of others
- Conducts performance reviews of direct reports in a timely manner

Consortium Members

Allina Health

CentraCare Health

Children's Minnesota

Essentia Health

Fairview Health Services

Hennepin Healthcare

Marshfield Clinic Health System

Regions Hospital – HealthPartners

HSHS Sacred Heart/St. Joseph's

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- With input from department stakeholders, develops and proposes strategies to the VP of Aviation Operations for quality improvement, operational efficiency, staffing, training, and aircraft acquisitions

Regulatory Duties:

- Flight Operations representative for Life Link III
- The designated authority on the Federal Aviation Administration (FAA)
- Primary liaison between Life Link III, the FAA and NTSB and has authority to act for the Certificate holder
- Responsible for GOM, OPSPECS and other appropriate manuals
- Ensures operational control duties are performed per regulation
- Is responsible for exercising operational control over all Life Link III flight operations specified within the Operations Specifications of Life Link III's Air Carrier Certificate
- Pivotal in ensuring Maintenance, PIC training and clinical transportation follow FAA regulations
- Coordinates with the Director of Maintenance and Chief Pilot to ensure compliance with all maintenance and flight operation requirements, Federal Aviation Regulations, Operations Specifications, and Life Link III policies, procedures, and organizational standards

Safety:

- Coordinates with the Director of Safety to ensure the safety of operations and compliance with Life Link III's Safety Management System and policies
- Promotes a culture of safety through collaboration and partnership that maximizes organizational success
- Maintains a safety culture and puts safety as the top priority in patient and people transport
- Embraces the idea of a Just Culture
- Establishes standards and limitations to ensure safe and efficient department operations

Collaboration:

- Works collaboratively with formal and informal leaders across the organization in furthering the mission, vision and values of Life Link III
- Collaborates with Human Resources in the areas of aviation employee engagement, retention, development and performance
- Participates in Life Link III's recruitment and selection process to provide an aviation perspective through panel interviews and post interview debriefs
- Inspires the aviation team to collaborate across departments to optimize the patient experience

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- Develops and maintains a productive working relationship with the Director of Maintenance to ensure that maintenance functions and operational requirements are coordinated
- Responsible for developing and managing relationships across the organization
- Contributes to the effectiveness of the department's service to Life Link III's mission

Organizational Leadership:

- Builds and maintains a collaborative partnership with Clinical Services, Maintenance and Communication Center /OCC with an emphasis on a unified and collaborative approach to safe and effective air medical transport
- Collaborates with Maintenance, Clinical Services and Communication Center/OCC to ensure scheduled resources are best positioned to meet patient needs
- Demonstrates a commitment to understanding and valuing individual differences and fosters an environment of acceptance, fairness, and mutual respect
- Develops open lines of communication across functions to define and deliver value to Life Link III's patients and partners

What We Are Looking For:

- Bachelor's Degree in Aviation Management, Business Management related field or equivalent experience
- Meets the requirements of the Code of Federal Regulations (CFR) Title 14, Section 119.71(b)
- Three to five years of leadership experience in EMS Transport industry or equivalent management experience
- Three years of Pilot in Command experience within the past 6 years of an aircraft conducted under Part 121 or Part 135
- 3000 hours of combined fixed wing and/or rotor wing experience as PIC; 2000 hours of turbine engine time.
- Solid understanding of General Operations Manual (GOM) and Operations Specifications and industry best practices
- Must have current or previous FAA Commercial Pilot Certificate (or higher) with Instrument Rating
- Thorough knowledge in the field of aviation
- Proficient in Microsoft Office (Word, Excel, PowerPoint)
- Excellent communication skills including proficient verbal, written and presentation skills
- Executes at a high level of professionalism with confidence
- Exercises strong critical thinking and problem-solving skills
- A strong and inspiring leader who is innovative, creative, and a proven collaborator

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- Capable of managing multiple deadlines and tasks
- Demonstrates exceptional interpersonal skills with an eye on relationship building
- Ability to manage multiple deadlines and tasks in a fast-paced environment.
- Demonstrates and promotes leadership with integrity and a progressive approach to collaboration
- Thorough knowledge of operational and financial aspects of aircraft operations
- Ability to travel
- Valid driver's license

Preferred Qualifications:

- Airline Transport Pilot (ATP) rating
- Master's Degree in Business Management or related field
- Experience as a Director of Operations of a Rotor Wing EMS transport operator
- Experience with Flight Vector and Flight Duty Tracker

What We Offer:

- We are committed to developing your talents through engaging work and access to an annual Professional Development Fund
- Opportunity to grow
- Competitive salary
- Competitive Health Benefits
- Employer Matching HSA on qualified plans
- Employer Matching Retirement Plan with no vesting schedule
- Competitive Paid Time Off to foster a work/life balance

Covid-19 Vaccination Requirements:

To maintain the health and well-being of our fellow co-workers and the patients we serve; all Life Link III employees are required to be vaccinated against Covid-19 prior to their first day of employment.

Compliance/HIPAA:

Must perform work in the manner prescribed by documented work process in order to ensure compliance with all rules and regulations, accreditation standards and laws that apply, specifically work processes that involve billing practices, for avoiding activities that constitute fraud and abuse.

Employment Status Requirements:

Life Link III does not sponsor employment visas of any kind. As a pre-condition of employment, all applicants must be authorized to work in the United States.

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