

SUPPORT REP– L8

Duties include but not limited to:

- Administrative tasks include answering phones, assisting pilots with questions, maintaining base email accounts, faxes and personal United email account
- Manage compliance for pilot crew badges. Assist pilot and staff with parking, SIDA badges and background checks
- Update pilot records for First Class Medicals, passports, vaccines, visas, pilot license, Line Check and IOE documents
- Maintains the iPad lost/stolen/loaner equipment in addition to assisting pilots with iPad issues and setting

Pilot Management Positions – FQMs

Flight Manager – L4 – Can be a Captain or First Officer

Asst. Chief Pilot – L3 – Must be a Captain

Chief Pilot – L2 – Must be a Captain



IAD Flight Ops



M & A Jobs

Perform a variety of Operational and Administrative tasks to support the Chief Pilot Office at each pilot base.

Staff Rep – L6

Duties include but not limited to:

- Administrative tasks include monitoring the daily sick leave report, extended sick bank, Kin Care tracking and calculating
- Processes pilot retirements and schedules retirement recognition, i.e. water arches, signed pictures
- Assists pilots with leaves of absences, including maternity/paternity, personal and medical. Point person for LTD questions and referrals
- Administratively supports the Chief Pilot and Assistant Chief Pilot with UPA related issues

Sr. Staff Rep – L5

Duties include but not limited to:

- Liaison between pilots and payroll, escalating pay issues when needed
- Partners with vendor companies (Lorien/Pinnacle) responsible for the Flight Ops SOC support representatives. Manages their onboarding, training, and scheduling
- Point person for station and community engagement, including station initiatives, BRGs and individual employees.
- Supports Flight Managers with probationary tracking, scheduling required meetings and recording meeting completions.

Business Manager – L4

Duties include but not limited to:

- Leads the team of Support Reps and Staff Rep, ensuring they have all the tools and information necessary to successfully manage their work. Coaches and provides feedback to the TEAM as well as addressed issues as needed.
- Responsible for Flight Qualified Manager (FQM)/ Special Assignment Pilot/ Pilot CSC business administration,
- Point person for pilot expense reports, the online Base Guide, and resignations
- Point of contact for base refresh and liaison with Corporate Real Estate (2024-2025)