

## Operations Manager Interview Questions

1. Walk me through how you Implement airfield safety procedures to ensure a safe operating environment for personnel and aircraft operation.

2. Describe what the process is to assist in responding to aircraft and medical emergencies.

3. Tell me about how you have been successful in coordinating with agencies such as air traffic control, civil engineers, and command posts to ensure support of airfield management activities.

4. Explain what procedures are in place to coordinate communications between air traffic control and maintenance personnel. What have you found most helpful?

5. What is your experience in training operations staff? What worked for you?

6. Expound on what system is used to monitor the arrival, parking, refueling, loading, and departure of all aircraft.

7. Describe what ways you have found most helpful in receiving and posting weather information and flight plan data, such as air routes and arrival and departure times.

8. Share an experience where you had to relay departure, arrival, delay, aircraft and airfield status, and other pertinent information to upline controlling agencies.

9. In your experience, what is the key to ensuring your company was compliant with all laws, regulations and standards that were applicable to your area of responsibility?

10. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?

11. What is your experience in planning and coordinating airfield construction? How well did it go?

12. Tell me the procedure used to receive, transmit, and control message traffic.

13. Describe an experience where you anticipated aircraft equipment needs for air evacuation and cargo flights. What made you aware of the needs?

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14. Walk me through how you provide aircrews with information and services needed for airfield management and flight planning.

15. What are the challenges when coordinating changes to flight itineraries with appropriate Air Traffic Control (ATC) agencies? Share an experience.

16. How well do you maintain flight and events logs, air crew flying records, and flight operations records of incoming and outgoing flights. Why is that important?

17. Describe an experience where you procured, produced, and provided information on the safe operation of aircraft, such as flight planning publications, operations publications, charts and maps, and weather information.

18. In your opinion, what has been the best way to collaborate with others to plan flight schedules and air crew assignments?

19. Name a time when your patience was tested. How did you keep your emotions in check?

20. Walk me through how you coordinate with agencies to meet aircrew requirements for billeting, messing, refueling, ground transportation, and transient aircraft maintenance.

21. Share an experience in which your attention to detail and thoroughness had an impact on your last company.

22. What procedures are needed to conduct departure and arrival briefings?

23. Tell me how you organize, plan, and prioritize your work.

24. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)

25. What have you found difficult when performing and supervising airfield management activities, including mobile airfield management functions? Did you work out a system?

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26. Describe what methods are used to maintain air-to-ground and point-to-point radio contact with aircraft commanders.

27. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)

28. Expound on how to post visual display boards and status boards. What did you find most effective?

29. Share with me what your experience is using airfield landing and navigational aids and digital data terminal communications equipment to perform duties.

30. What methods have you found most helpful in order to manage wildlife on and around airport grounds?