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**POSITION DESCRIPTION**

Compliance Specialist	Department: Operations
Reports To: Director of Operations	Supervisory: No
Employment Type: Full-Time	Salary: Negotiated
Description updated: 09-24-24	Location: Panama City, FL

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**Position Purpose:**

The Compliance Specialist will be responsible for managing the development of organizational documentation, conducting gap analysis to industry standards, developing concepts of operations, and overseeing technology and human resource management for Remotely Piloted Aircraft Systems (RPAS) organizational compliance. This role requires a detail-oriented professional with strong analytical skills, technical writing and a deep understanding of industry regulations and aviation standards.

**Major Responsibilities and Duties:**

- Develop and maintain comprehensive organizational documentation, including policies, procedures, and manuals.
- Conduct gap analysis on UAS operations to identify discrepancies between current practices and industry standards, and develop action plans to address these gaps.
- Develop and implement concepts of operations (ConOps) to promote safe, efficient and compliant operational processes.
- Work with USI operations management to ensure that the USI RPAS operation accurately portrays the utilization of USI Industry Standards and Recommended Practices (ISARPS).
- Support the development and implementation of Safety Management Systems (SMS) and other safety initiatives.
- Deliver flight instruction for USI certification programs and maintain flight currency.
- Oversee technology management and support to ensure compliance with best practices, regulatory requirements and industry standards.
- Collaborate with cross-functional teams to ensure alignment of documentation, technology, human resources and compliance efforts with organizational goals.
- Monitor and evaluate the effectiveness of compliance programs and initiatives, identifying areas for improvement and implementing corrective actions.
- Stay current with industry regulations, standards, and best practices, and ensure that the organization remains compliant with all relevant requirements.
- Provide training and support to internal and external staff on compliance-related matters and documentation processes.
- Prepare and present reports on compliance and documentation activities to senior management internally and externally to corporate representatives.
- Provide insight to USI Product Development team regarding changing regulations and best practices for RPAS that would support timely, applicable, and in-demand new products.
- Participate as directed by senior management in industry initiatives (committees, working groups, etc.) designed to develop, improve and implement best practices for RPAS operations.
- Protects overall interests of USI.
- Other duties as assigned by Director of Operations.



This position will require:

- Bachelor's degree in Business Administration, Compliance, Quality Management, or a related field (Master's degree preferred).
- Minimum of 5 years of experience in aviation operations, compliance management, documentation development, or a related role.
- FAA Commercial Pilot, Instrument Rating and Remote Pilot in Command certificates.
- Strong understanding of industry regulations, standards, and best practices.
- Excellent analytical and problem-solving skills.
- Exceptional attention to detail and organizational skills.
- Strong communication and interpersonal skills, with the ability to collaborate effectively with cross-functional teams.
- Proficiency in Microsoft Office Suite and other relevant software applications.
- Experience with technology management and compliance tools is a plus.
- **Meticulous attention to detail and a commitment to excellence.**

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## Physical Requirements/Work Environment

- This position is based at the Tom P. Haney College Campus.
- Travel will be required including the possibility of after hours and weekends.
- This position will require work to occasionally be performed after hours and on weekends.
- Position normally works in an office environment but may be required to work in classroom and outdoors for flight training in different weather conditions.
- Must be able to hear well and speak clearly.

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## Intent and Function of Position Descriptions

*Position descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well-constructed position descriptions are an integral part of an effective compensation system.*

*All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all-inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.*

*Position descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.*

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## Key Results Areas (KRAs) for Compliance and Documentation Manager

### 1. Development of Documentation

- **Objective:** Develop and maintain comprehensive documentation for client organizations, including policies, procedures, and manuals.
- **Example:** Complete the development of a full set of operational manuals templates for at least one client organization within the first six months, ensuring each manual is reviewed and approved by the client and meets industry standards.



2. **Client Support**

- **Objective:** Provide exceptional support to clients, ensuring their compliance and documentation needs are met.
- **Example:** Achieve a client satisfaction rating of 90% or higher in quarterly surveys by responding to client inquiries within 24 hours and resolving issues within 72 hours.

3. **Maintaining Flight Currency**

- **Objective:** Ensure all personnel, including the Compliance and Documentation Manager, maintain flight currency and proficiency in operating RPAS.
- **Example:** Conduct and document at least 3 hours of flight training and practice sessions per quarter for all relevant personnel, ensuring compliance with regulatory requirements and maintaining flight proficiency.

4. **Safety Management Systems (SMS) Implementation**

- **Objective:** Support the development and implementation of Safety Management Systems (SMS) for client organizations to enhance operational safety.
- **Example:** Successfully implement SMS for at least two client organizations within the first year, with each SMS passing an external audit and receiving positive feedback from the client.