



Position Title: **Virtual Ground Instructor**

Date Prepared: 4/8/2024

Position Level: Line

Company Division: Operations

Supervisor: Director of Training

Mandate:

As a Virtual Ground Instructor within the Operations division, your mandate is to deliver a seamless, professional, and valuable online education and training experience for commercial clients, including bootcamp participants, commercial students, and Original Equipment Manufacturer (OEM) clients.

Job Duties:

- **Enroll Commercial Students:** Facilitate the enrollment process for commercial students into the company's Learning Management System (LMS), ensuring accurate records and access to course materials.
- **Conduct New Student Orientations:** Conduct orientations for new students, familiarizing them with the online learning platform, course structure, and expectations.
- **Track Student Progress:** Monitor and track student progress throughout the course, providing support and guidance as needed and addressing any questions or concerns.
- **Provide Feedback:** Review and provide feedback on assignments submitted by students, offering constructive criticism and guidance for improvement.
- **Conduct QA Sessions:** Conduct Quality Assurance (QA) sessions to ensure course content and delivery meet company standards, and be prepared to lead discussions on relevant topics within the course curriculum.
- **Complete USI Certifications:** Complete and maintained required certifications as a Virtual Ground Instructor, ensuring compliance with industry standards and regulations.
- **Coordinate Proctored Testing:** Coordinate and schedule proctored testing sessions with external testing providers, ensuring a smooth and secure testing experience for students.
- **Coordinate Live Flight Training Sessions:** Collaborate with the Training Support Manager to coordinate and schedule live flight training sessions for students, facilitating hands-on learning experiences.
- **Generate Reports:** Generate testing and student progress reports, providing insights into student performance and course effectiveness.
- **Technological Support:** Provide technological support, including enrolling customers into VISTA and Simulation Providers, as well as offering technical assistance to customers to resolve issues and ensure smooth operation of training equipment and systems.
- **Provide Meaningful Feedback to Development Team:** Collaborate with the development team to provide insights and feedback gathered from student interactions and course evaluations, contributing to the continuous improvement of course content, delivery methods, and overall user experience.

- **Other Duties as Assigned:** Undertake additional responsibilities and tasks as assigned by the Director of Training, contributing to the overall success and effectiveness of the training program and company operations.

#### **Qualification**

- Bachelor's degree in any field.
- Demonstrated background in aviation, indicating familiarity with aviation practices and principles.
- Proficiency in technology, showcasing adeptness with various digital tools and platforms.
- Proven experience in teaching courses virtually using conferencing software, highlighting the ability to effectively engage and educate learners in an online environment.
- Established track record in providing exceptional customer/learner support, underscoring the capacity to assist and guide individuals throughout their learning journey.

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