



Chapter 01: Roles and Responsibilities

01. Organizational Roles and Responsibilities

Purpose

This document defines the roles and responsibilities within Solo Aviation Services Fixed Base Operator operations. These role definitions ensure clear accountability, support regulatory compliance, and enable effective coordination across all operational areas.

Role Hierarchy and Structure

Our organizational structure consists of four operational levels designed to support excellence in general aviation services:

Level 4 - Leaders

Strategic oversight, resource allocation, regulatory compliance, and final authority

Level 3 - Coordinators

Cross-functional coordination, process oversight, and client relationships

Level 2 - Technical Specialists

Specialized skills, technical execution, and quality assurance

Level 1 - Direct Service Providers

Hands-on execution and direct client/aircraft interaction

Business Leader

Primary Function: Provide strategic direction and business development oversight

Key Responsibilities:

- Approve marketing budget and resource allocation
- Review financial projections and business development strategies
- Provide strategic direction for market expansion

- Monitor competitive positioning and pricing strategies
- Oversee vendor contracts and supplier relationships

Regulatory Authority: Strategic business decisions and contract approvals

Reports To: Ownership/Board

Direct Reports: Operations Leader, Finance Leader, Marketing Leader

Chief Flight Instructor

Primary Function: Oversee flight training operations and Part 61 compliance

Key Responsibilities:

- Review student qualifications and training goals
- Assign appropriate flight instructors based on needs
- Conduct flight school orientation and safety briefings
- Approve training program selection and scheduling
- Ensure Part 61 compliance for all training operations

Regulatory Authority: 14 CFR Part 61 flight training oversight and instructor supervision

Reports To: Operations Leader

Direct Reports: Flight Instructors

Safety Officer

Primary Function: Monitor safety compliance and coordinate safety programs

Key Responsibilities:

- Monitor safety compliance across all operations
- Conduct safety investigations and reporting
- Coordinate safety training and certification
- Ensure regulatory safety compliance
- Authorize safety equipment and improvements

Regulatory Authority: Safety Management System (SMS) oversight and incident investigation

Reports To: Operations Leader

Coordinates With: All departments for safety compliance

Marketing Leader

Primary Function: Oversee marketing initiatives and client retention programs

Key Responsibilities:

- Oversee market research and segmentation analysis
- Approve targeting strategies and budget allocation
- Monitor campaign performance and ROI
- Coordinate marketing initiatives and content creation
- Manage client retention and loyalty programs

Strategic Role: Market development and client experience enhancement

Reports To: Business Leader

Coordinates With: All client-facing departments

Avionics Technician

Primary Function: Conduct avionics system maintenance and modifications

Key Responsibilities:

- Conduct avionics system assessments and repairs
- Prepare detailed work scope and time estimates
- Document component requirements and procedures
- Coordinate with parts department for availability
- Ensure regulatory compliance for avionics work

Regulatory Authority: Avionics installation and repair per 14 CFR Part 43

Reports To: Chief of Maintenance

Coordinates With: A&P Mechanics, parts suppliers

Level 1 - Direct Service Providers

Line Service Technician

Primary Function: Provide direct aircraft handling and ground services

Key Responsibilities:

- Provide direct aircraft handling services

- Execute safety protocols during aircraft movements
- Document all services provided accurately
- Coordinate with ground support equipment
- Monitor safety compliance during operations

Direct Service Role: Primary client aircraft interaction and ground handling

Reports To: Operations Leader

Coordinates With: Client Service Representative, maintenance departments

Regulatory Compliance Framework

Federal Aviation Administration (FAA) Compliance

- **Part 61:** Flight training operations (Chief Flight Instructor, Flight Instructor)
- **Part 91:** General operating rules (Operations Leader, all operational roles)
- **Part 43:** Maintenance and alterations (Chief of Maintenance, A&P Mechanic, Avionics Technician)

Occupational Safety and Health Administration (OSHA) Compliance

- **Workplace Safety:** Safety Officer coordination with all roles
- **Hazardous Materials:** Specialized training for maintenance and line service roles

Environmental Compliance

- **Fuel Handling:** Line Service Technician with Safety Officer oversight
- **Waste Management:** Maintenance roles with environmental compliance coordination

Performance Standards

Quality Metrics

- **Completion Time:** Tasks completed within established timeframes
- **Safety Standard:** Zero preventable incidents or violations
- **Client Satisfaction:** Maintain high client satisfaction ratings
- **Regulatory Compliance:** 100% compliance with applicable regulations

Communication Standards

- **Internal Communication:** Clear, timely coordination between roles
- **Client Communication:** Professional, informative, and responsive
- **Documentation:** Accurate, complete, and timely record-keeping
- **Reporting:** Regular status updates and issue escalation

Regulatory References

- **14 CFR Part 61:** Certification of pilots, flight instructors, and ground instructors
- **14 CFR Part 91:** General operating and flight rules
- **14 CFR Part 43:** Maintenance, preventive maintenance, rebuilding, and alteration
- **OSHA 29 CFR 1910:** Occupational safety and health standards
- **EPA 40 CFR:** Environmental protection regulations