



BASE MANAGER - ROK. ROCKHAMPTON, AUSTRALIA

Welcome aboard!

Who We Are

SmartLynx Australia is part of Avia Solutions Group, the world's largest ACMI (Aircraft, Crew, Maintenance, and Insurance) provider, operating a fleet of 145 aircraft on 6 continents. The group also provides a range of aviation services: MRO (Maintenance, Repair, and Overhaul), pilot and crew training, ground handling, as well as a variety of associated aviation services. Supported by 14,000 highly skilled aviation professionals, the group is parent company to over 250+ subsidiaries.

What you will do

Reporting to the Chief Commercial Officer, the Base Manager will be based in Rockhampton and oversee the operational and logistical activities of the Rockhampton base. You will act as the main point of contact for internal and external stakeholders, liaise with Operations and Ground Handling teams across ports, and be located at the airport to monitor weekly aircraft movements and provide on-site support to client workforces.

This is a key role responsible for managing operations for a major contracted client, ensuring exceptional service delivery, and upholding the safety of all personnel. You will also lead the performance and effective management of the base and ports, ensuring safety, security, compliance, and operational standards are met while driving continuous improvement.

Key Duties and Responsibilities

- Coordinate and respond to client requests, represent the company in stakeholder meetings, and maintain strong relationships with councils, airports, authorities, and other partners.
- Oversee all day-to-day airline operations at the Rockhampton base and provide oversight across operational ports, including facilities, ground staff, flight and cabin crew, and engineering.
- Support base team members, port representatives, and contractors, ensuring smooth operations and effective communication across all internal and external stakeholders.
- Manage client flight activities, including during disruptions, while ensuring all operational, contractual, safety, and compliance requirements are consistently met.
- Contribute to short- and long-term operational improvement projects and drive customer reporting requirements as outlined in contracts.
- Provide relief support during staff absences and undertake domestic travel to ports within the Rockhampton area of responsibility as required.

Skills and Attributes

- Proven aviation operations experience with strong knowledge of CASA regulations and aviation compliance, including the ability to interpret operations data and prepare accurate reports for management and stakeholders.
- Excellent communication skills with the ability to build relationships and lead/support a team.
- Proactive problem-solving with sound judgment and professionalism.
- Highly motivated, resilient, and adaptable; able to work independently or collaboratively.
- Strong organisational skills; able to prioritise, multitask, and meet deadlines.
- Must hold, or be able to obtain, an Aviation Security Identification Card (ASIC) and Dangerous Goods Awareness Certificate.
- Ability to perform manual handling tasks and meet fitness-for-work requirements.
- High degree of computer literacy.

Desirable

- Experience with airline operations software (preferably Air Maestro).
- Tertiary education, preferably in an aviation-related discipline.
- Previous experience in a supervisory and/or management role.

How to Apply:

If you have the skills and attributes, we are looking for (or thereabouts) we'd love to hear from you. Please apply ensuring you have clearly addressed the selection criteria outlined above.

Please note: Due to the volume of applications received, only shortlisted candidates will be contacted. Applicants must be eligible to live and work in Australia as either a citizen or permanent resident and be able to attend and successfully pass pre-employment and continuing medical, drug and alcohol pathology screening. SmartLynx Australia is committed to equal opportunity employment through fair recruitment practices.

Queensland-based Australian airline, providing seasonal alternatives to Europe and empowering Avia Solutions Group's ACMI services in the Asia-Pacific.