

Responsibilities

1. **Maintain and Update Cabin Crew Manuals (CCTM, CM, and Related SOPs)**
 - Ensure that all cabin crew manuals, including the Cabin Crew Training Manual Cabin Crew Manual and any other Standard Operating Procedures (SOPs) for cabin crew, are up-to-date and compliant with regulatory standards.
 - Regularly review these documents to reflect changes in the operational practices.
 - Distribute updated versions to cabin crew members and ensure acknowledgment of receipt.
 - Coordinate with the Quality and Bhutan Civil Aviation Authority (BCAA) to ensure compliance with both internal policies and external regulatory requirements.
 - Work closely with the Cabin Crew Manager, Chief Pursers, and the Training Department to schedule and plan mandatory trainings.
 - Liaise with the Operations Control Center (OCC) to ensure training sessions do not conflict with operational requirements, such as crew rosters.
 - Oversee training attendance, performance, and certification to ensure all crew members meet competency standards.
 - Assist in organizing initial and recurrent training, ensuring compliance with aviation training standards.
2. **Ensure Crew Competency Cards are Current**
 - Monitor the expiration dates of Crew Competency Cards and ensure timely renewal.
 - Coordinate with the training department to schedule refresher courses or additional training if required to maintain or renew competencies.
3. **Maintain Crew-Related Filing Systems**
 - Develop and maintain an organized filing system for all crew-related documentation
4. **Act as a Liaison Between BCAA and Quality Submissions/Approvals**
 - Serve as the point of contact for communication between the cabin crew department, BCAA, and the Quality Assurance team.
 - Prepare and submit necessary documentation for regulatory approvals, amendments to manuals, and compliance reports.
5. **Resolve Audit Findings from BCAA and Quality Assurance**
 - Review audit findings related to cabin crew operations, identify root causes, and propose corrective actions.
 - Implement approved corrective measures and follow up to ensure closure of audit findings within stipulated timelines.
 - Maintain comprehensive records of audit processes and outcomes for future reference and compliance tracking.
6. **Support Tasks Assigned by Cabin Manager and Chief Pursers**
 - Undertake any other tasks or projects as directed by the Cabin Manager or Chief Pursers, ensuring alignment with organizational goals.