

Pinnacle Airlines

Flight Operations Internship

Summary:

The objective of this position is to enhance the student's preparation for a professional aviation career. During the internship course, Interns will become integral members of the flight operations staff. They will work in the Line Operations and Standards & Compliance departments within Flight Operations. Additionally, Interns will be exposed to all segments of the Flight Operations department and will have a solid understanding of Flight Operations upon the successful completion of the internship program. While the interns will spend the majority of their time under the supervision and guidance of one mentor, it will be the goal of each department to ensure that orientation is provided in such areas as In-flight, Ground Operations and Technical Operations.

Skills and Abilities required:

- Excellent communication skills required
- Ability to work independently
- Ability to manage time and multiple tasks effectively
- Self-motivation and energetic
- Interest in the aviation field
- Team oriented
- Ability to work well independently or within a team environment

Job Duties:

Under the supervision of a Flight Manager the Intern will:

- Work with the Chief Pilot on the revisions to the Flight Operations Manuals and Publications which include; Checklists, Systems Manuals, and Company Manuals.
- Prepare updates and revisions based on Pinnacle Airlines policies and procedures, as well as changes received from FAA.
- Assist with the distribution of material to the Pilot Group.
- Assist with forms and record processing.
- Assist Flight Ops Admin as needed.
- Job shadow and assist members of the Flight Operations department.
- Participate in systems ground school.

Qualifications:

- High School Diploma or equivalent (Required)
- Completion of instrument pilot rating (Required)
- College Coursework in Aviation (Preferred)
- Proficient with Microsoft Office applications
- Experience with Adobe Acrobat desired

Working Conditions/Hours

- Pinnacle Flight Ops at the Detroit Metropolitan Airport (DTW).
- A minimum of 20 hours per week is required, hours are flexible.

PINNACLE AIRLINES

Flight Operations Internship Program Guidelines

This handout contains information that has been extracted from the Pinnacle Airlines Employee Handbook and the Flight Operations Training Manuals. It is intended to provide Pinnacle's Interns with a general overview of some of the personnel policies and procedures that have been developed at Pinnacle Airlines. This handout does not include every aspect of the employment relationship and should not be considered all inclusive.

This handout is not a contract of employment. By necessity, the company has the right to make any revisions or additions to this handout that is deemed necessary.

1. PURPOSE OF INTERNSHIP

The objective of this program is to enhance the student's preparation for a professional aviation career through the student's participations in the Flight Operations Internship Program at Pinnacle Airlines.

Participation in the Flight Operations Internship Program is intended for college students with flight training and aviation related studies. Internship opportunities exist throughout the school year, as well as during the summer season.

Interns will be exposed to all segments of the Flight Operation department and will have a solid understanding of Flight Operations upon successful completion of the internship.

2. REQUIREMENTS

Interns must complete an on-line application process located on the careers page at www.Flypinnacle.com, then be approved by Flight Operations and Human Resources. Flight Operations Interns must have completed the instrument pilot rating to be eligible to attend ground school classes.

Interns are subject to the same pre-employment and employment policies, procedures and guidelines as regular Pinnacle employees. This includes a background check and TSA threat assessment. The "Duties and Responsibilities" section below outlines the specific requirements of the Flight Operations Intern position.

3. BENEFITS/COMPENSATION

Interns are eligible for Pinnacle pass privileges. However, they are not eligible for compensation, insurance benefits, or any other form of payment or compensation. Other company travel, jump seating, and/or commuting travel is not available.

Interns will be allowed to participate in an aircraft ground school during the course of the internship. Eligible pilots that successfully complete the internship will be recommended for a pilot interview in the future.

4. SEMESTER SCHEDULES

Interns will work a minimum of 20 hours per week during the duration of the internship. If college credit is being awarded for the internship, the intern must work a minimum of 40 hours per week during the summer semesters.

Schedules are flexible and will be approved by Flight Operations Management on a case by case basis. Weekends and holidays are considered as days off.

5. DRESS CODE

Interns will follow Pinnacle Airlines company policy for all dress code guidance.

Interns are expected to maintain a professional appearance at all times. Business casual attire is appropriate for office duties. Jeans may be worn on Fridays (no holes or tears allowed in jeans). Jeans are not allowed when attending ground school classes or as directed during other business duties.

6. REGULAR EMPLOYMENT

Interns may apply for employment after their internship has expired with Pinnacle Airlines. Interns must have a commercial pilot license and be recommended to Human Resources before a pilot interview is awarded. Pilot applicants will be recommended for an interview by Flight Operations Management. Pilot applicants must meet all minimum requirements set forth by the FAA for FAR 121 operations.

7. ATTENDANCE

Interns will be required to complete the agreed upon minimum hours per week work schedule. The guidelines for attendance are the same as those that apply to regular Pinnacle employees. Poor levels of attendance could lead to the internship being discontinued.

8. EVALUATIONS

Pinnacle Flight Operations Management will complete evaluations on the interns that are provided by the student's college or university. Interns will also receive a Pinnacle performance evaluation. Interns applying for pilot positions at the completion of the internship will be evaluated and must be recommended by Flight Operations Management.

9. SEPARATION

Upon separation of employment (completion of internship) with Pinnacle Airlines, it is the intern's responsibility to return all company property including, books, badges, and keys.

10. DUTIES & RESPONSIBILITIES

Flight Operations Interns will be assigned to a manager in the Training Department, or Flight Operations Base Management Department, at the start of the internship. That manager will assign duties as required to the intern.

Flight Operations Intern Job Duties:

- Filing and date entry
- Form/record processing
- Administration help to fleet manager
- Publications development
- Courseware editing
- Special projects and miscellaneous projects.
- Any other duties assigned by the Flight Operations Manager.

Interns will also be allowed to participate in one systems ground school for an aircraft that Pinnacle has prescheduled pilot training. The ground school will not be attended the first month of the internship and must be approved by management. Interns will also be able to observe simulator training lessons in the CRJ 200 or CRJ 900 aircraft upon successful completion of the ground school course.