

# Staff Team

## Administrative Staff



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## Chairman & Chief Executive Officer (CEO)

### Chairman of the Board of Directors

The Chairman plays a pivotal role in steering the Board of Directors (BOD), which is democratically constituted by members of both the Administrative and Executive Staff Teams. This position holds exclusive veto power over decisions presented to the Board, ensuring a balanced and judicious oversight of the airline's strategic direction.

### Chief Executive Officer (CEO)

The CEO is entrusted with the comprehensive execution of strategies and initiatives that contribute positively to United Virtual Airlines (UVA). This encompasses a wide range of responsibilities, including:

- **Leadership and Management:** Spearheading the day-to-day operations to ensure the smooth functioning of the airline.
- **Staff Coordination and Development:** Overseeing all aspects of staff management, from coordination to the recruitment of new team members.
- **Marketing and Partnerships:** Playing a key role in marketing efforts and serving as the primary liaison with partner organizations.
- **Operational Collaboration:** Working in tandem with the Administrative and Executive staff teams to facilitate daily operations and the effective implementation of new policies, programs, and initiatives.

- **Compliance and Discipline:** Maintaining the authority to suspend or remove any pilot or staff member from the roster for non-compliance with the Pilot Standard Operating Procedures (SOP) or Staff SOP.

These roles are designed to ensure that UVA operates efficiently and continues to provide a premier virtual airline experience, guided by strong leadership and a commitment to excellence in all aspects of our operations.



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## Chief Operations Officer (COO)

### Overview

The Chief Operating Officer (COO) at United Virtual Airlines (UVA) occupies a central role in the management and operational leadership of the airline. Working closely with both the Administrative and Executive staff teams, the COO ensures the seamless execution of day-to-day activities and upholds the highest standards of operational excellence.

### Key Responsibilities

- **Operational Management:** The COO is instrumental in the coordination and oversight of daily operations, ensuring that all activities align with UVA's strategic objectives and operational guidelines.
- **Strategic Leadership:** In collaboration with the CEO, the COO contributes to the overall leadership, management, and strategic direction of UVA. This partnership is crucial for the identification and realization of opportunities beneficial to the airline's growth and success.
- **Staff Management and Development:** Directing staff management efforts at the Executive level and below, the COO plays a vital role in team coordination, the recruitment of new staff members, and fostering a productive and positive work environment.
- **Marketing and Promotions:** Assisting with the marketing strategies of UVA, the COO helps in enhancing the airline's visibility and appeal within the virtual aviation community.

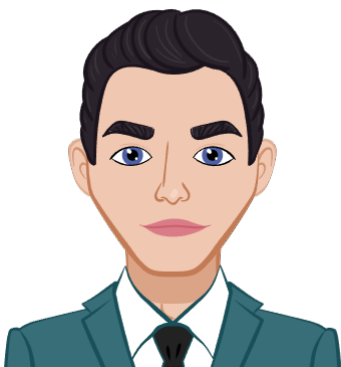
- **Policy Implementation and Management:** The COO aids in the development, implementation, and management of new corporate, pilot, and staff policies and programs, ensuring they are effectively communicated and adhered to across the organization.
- **Disciplinary Authority:** Maintaining the authority to suspend or remove pilots or staff members from the UVA roster for non-compliance with the Pilot Standard Operating Procedures (SOP) or Staff SOP, reinforcing the importance of adherence to established protocols and standards.

## Position in Hierarchy

As the Second-in-Command within United Virtual Airlines, the COO holds a position of significant authority and responsibility. This role is critical in maintaining the operational integrity, efficiency, and reputation of UVA, ensuring that the airline continues to offer a premier virtual aviation experience to its members.

The COO's comprehensive approach to operational leadership, combined with a deep commitment to the airline's mission and values, is essential for driving UVA forward in its pursuit of excellence in the virtual aviation sector.

**Reports to:** Chief Executive Officer (CEO)



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## Chief Finance & People Officer (CFPO)

### Overview

The Chief Finance and People Officer (CFPO) at United Virtual Airlines (UVA) plays a dual and highly strategic role in overseeing both the organization's financial health and its people-focused

initiatives. The CFPO ensures that UVA maintains responsible financial practices while cultivating a strong, supportive, and engaged community aligned with the VA's mission and long-term vision.

## Key Responsibilities

- **Financial Management & Organizational Budgeting:**

Oversee UVA's financial planning, budgeting, and resource allocation. Ensure transparency, accuracy, and sustainability in the VA's financial operations. Provide financial reports, forecasts, and guidance to support executive decision-making.

- **Financial Policy & Compliance:**

Develop and maintain financial policies, procedures, and controls to ensure operational integrity. Monitor financial activity to maintain compliance with internal standards and ensure responsible stewardship of UVA resources.

- **Member Relations & Community Engagement:**

Oversee the overall well-being, satisfaction, and engagement of UVA members. Ensure that the community remains welcoming, supportive, and aligned with UVA values.

- **Staff Development & Support:**

Work closely with department leaders to support training, onboarding, retention, and performance development for all staff members. Provide guidance and resources to help teams operate effectively and collaboratively.

- **Organizational Culture & Policy Stewardship:**

Maintain and evolve UVA's culture by overseeing policy development, people-focused procedures, and community standards. Ensure fairness, professionalism, and consistency across all organizational interactions.

- **Conflict Resolution & Mediation:**

Act as a neutral and supportive resource for resolving internal conflicts. Facilitate communication and promote constructive outcomes between members and staff.

## Impact

The CFPO is essential to United Virtual Airlines (UVA)'s long-term stability and success by safeguarding financial integrity while fostering a positive, engaging organizational culture. This role ensures that both UVA's people and financial operations are supported, aligned, and positioned for sustainable growth.

**Reports to:** Chief Executive Officer (CEO)

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## Chief Systems Officer (CSO)

### Overview

The Chief Systems Officer (CSO) at United Virtual Airlines (UVA) is responsible for the strategic oversight, development, and reliability of all technical systems that support UVA's operations and pilot experience. The CSO ensures that UVA's technology ecosystem is modern, secure, scalable, and aligned with the organization's mission, operational needs, and long-term vision.

### Key Responsibilities

#### **Technology Strategy & Systems Architecture:**

Define and maintain UVA's overall technology strategy, ensuring all systems, platforms, and integrations support efficient operations and an enhanced pilot experience. Evaluate and implement new technologies that align with UVA's goals and future growth.

#### **Crew Center & Platform Oversight:**

Oversee the development, maintenance, and performance of the Crew Center and related operational platforms. Ensure system stability, usability, and continuous improvement based on organizational and community needs.

#### **Infrastructure, Security & Reliability:**

Ensure the reliability, security, and scalability of UVA's technical infrastructure. Implement best practices for data protection, access control, backups, and system monitoring to safeguard organizational and member data.

#### **Third-Party Integrations & Tools:**

Manage integrations with external services and tools such as SmartCARS, SimBrief, Discord, and other operational add-ons. Ensure seamless connectivity, compatibility, and proper documentation for staff and pilots.

#### **Technical Policy & Standards:**

Develop and enforce technical standards, procedures, and documentation to ensure consistency,

maintainability, and operational integrity across all systems. Establish clear guidelines for development, testing, and deployment.

**Support & Cross-Team Collaboration:**

Work closely with executive leadership, operations staff, and support teams to translate organizational needs into technical solutions. Provide technical guidance and escalation support for system-related issues impacting staff or members.

**Innovation & Continuous Improvement:**

Drive innovation by identifying opportunities to improve workflows, automation, and user experience. Regularly assess system performance and lead initiatives to enhance efficiency, stability, and pilot engagement.

## Impact

The CSO plays a critical role in ensuring United Virtual Airlines (UVA) operates on a dependable, secure, and forward-looking technology foundation. By maintaining robust systems and enabling innovation, this role directly supports operational excellence, community satisfaction, and UVA’s ability to grow sustainably.

**Reports to:** Chief Executive Officer (CEO)



Jay D. | UAL5

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## Board Member (BM)

### Overview

The Board Member at United Virtual Airlines (UVA) serves as a strategic advisor and governance leader, providing long-term vision, oversight, and stability for the organization. As a founding figure, Jay supports the executive team by offering guidance on major initiatives, operational continuity, and organizational direction while ensuring UVA remains aligned with its mission and values.

- **Strategic Guidance & Long-Term Vision:**

Provide high-level insight and recommendations to UVA leadership on major decisions, long-term planning, and organizational development. Help maintain consistency and direction as UVA evolves.

- **Governance & Oversight:**

Review and advise on policy changes, structural adjustments, and major operational decisions. Ensure that UVA's leadership acts in the best interest of its members, community, and mission.

- **Continuity & Institutional Knowledge:**

Leverage deep historical knowledge of UVA's systems, culture, and evolution to support stable operations. Assist in transitions and help preserve the core identity and values that define the organization.

- **Operational Support & Backend Assistance:**

Offer expertise in backend systems, infrastructure, and administrative functions as needed. Collaborate with leadership to ensure that technical and procedural foundations remain reliable and effective.

- **Community Stewardship:**

Serve as a respected representative of UVA's legacy within the community. Support leadership in fostering a positive environment, encouraging engagement, and upholding high community standards.

## Impact

The Board Member plays a crucial role in ensuring long-term stability, strategic continuity, and the preservation of United Virtual Airlines' identity. By providing experienced oversight and foundational support, this role helps guide UVA's future while honoring its origins.

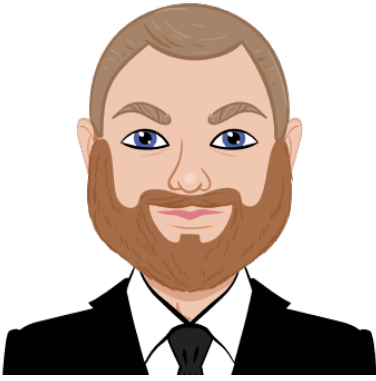
**Reports to:** Chief Executive Officer (CEO)

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## Executive Staff Team

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## Director of Pilot Operations (DPO)

### Overview

The Director of Pilot Operations holds a pivotal role at United Virtual Airlines (UVA), overseeing the intricacies of daily operations and ensuring the seamless functioning of the airline's pilot-related activities. This leadership position is central to maintaining operational excellence and upholding the high standards for which UVA is known.

### Key Responsibilities

- **Operational Leadership:** Ensures the efficient management of the Operations Staff, overseeing their day-to-day activities and ensuring alignment with UVA's strategic goals and operational policies.
- **Compliance and Standards:** Vigilantly upholds and maintains the guidelines outlined in the Flight Crew Standard Operating Procedures (FCSOP), ensuring all operations adhere to these established protocols.
- **Pilot Recruitment:** Manages the entire lifecycle of pilot engagement, from processing new pilot applications to addressing inquiries from prospective pilots through various channels including social media and forums.
- **Staff Development:** Takes charge of interviewing, hiring, processing, and training new Operations Staff, ensuring they are fully equipped to meet the demands of their roles and contribute effectively to UVA's mission.
- **Community Engagement:** Serves as a primary point of contact for potential new pilots, providing timely and informative responses to queries, thereby fostering a welcoming and inclusive environment for newcomers.

### Key Attributes

The Director of Pilot Operations is expected to exhibit a high level of leadership, organizational, and communicative skills, paired with a deep understanding of virtual aviation operations and pilot management. The ability to engage with both internal team members and the external pilot

community effectively is crucial. This role demands a proactive approach to problem-solving, excellent decision-making capabilities, and a commitment to enhancing the pilot experience at UVA.

## Impact

By ensuring the smooth operation of pilot activities and the professional development of the Operations Staff, the Director of Pilot Operations plays a critical role in advancing UVA's reputation as a leading virtual airline. This position directly contributes to the overall satisfaction of UVA's pilots and staff, thereby supporting the airline's growth and success in the virtual aviation community.

Reports to: Chief Operations Officer (COO)

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# Operations Staff Team



\*Now Hiring\* | UAL8

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## Chief Pilot (CP)

### Overview

The chief pilot role at United Virtual Airlines (UVA) is pivotal in overseeing and supporting daily pilot operations. This position requires coordination with all staff members, ensuring pilots operate effectively and efficiently, promoting collaboration, and maintaining adherence to established operational guidelines.

### Key Responsibilities

- **Pilot Training:** Developing materials and organizing training sessions for pilots to attend, aimed at enhancing overall VA performance and skills.
- **Pilot Support:** Collaborating with the leadership team to create documentation, including checklists and procedural guides.
- **Discord Server Engagement:** Actively engaging with pilots and maintaining a prominent presence in the community Discord. The Chief Pilot will collaborate with the events team to organize challenges and activities that promote pilot participation and skill improvement.
- **Communication with Leadership:** Ensuring transparent communication with UVA leadership by providing regular updates on daily operations, pilot involvement, and addressing any emerging issues.

## Key Attributes

The Chief Pilot position necessitates robust organizational and communication abilities, meticulous attention to detail, and the capacity to deliver prompt and efficient assistance to pilots. Proficiency in virtual aviation operations and procedures is crucial. Upholding a positive and collaborative environment within the VA is imperative.

## Impact

The Chief Pilot plays a pivotal role in the ongoing success of the VA. As our community expands and evolves, this role will be essential in expanding our pilot base and fostering continuous improvement within our community for the foreseeable future.

Reports to: Director of Pilot Operations (DPO)

# Events Staff



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## Events Coordinator - USA (EC)



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## Events Coordinator - USA (EC)

### Overview

The Events Coordinator/s at United Virtual Airlines (UVA) holds a key role in enhancing the pilot experience by orchestrating and managing a variety of online group flights, events, and tours. This position is instrumental in maintaining a dynamic and engaging environment for UVA pilots, ensuring active participation in both internal and external virtual aviation events.

### Key Responsibilities

- **Group Flights and Events:** Plans, organizes, and executes online group flights and events, fostering a sense of community among UVA pilots and providing opportunities for collaborative flying experiences.

- **United Virtual Tours:** Develops and implements new UVA tours, creating exciting and challenging routes that showcase the diversity of virtual aviation and encourage pilot participation.
- **Event Communication:** Keeps UVA pilots informed about upcoming VATSIM/VATUSA events by regularly updating information on the Discord server and the UVA website.
- **Collaboration with DPO:** Works closely with the Director of Pilot Operations (DPO) to align event planning with the overall pilot engagement strategy, ensuring a consistent and varied schedule of weekly, bi-weekly, and monthly group flights and events.
- **Partnership Engagement:** Collaborates with external organizations and networks to explore and participate in joint events, expanding UVA's presence in the virtual aviation community.

## Reporting Structure

Reports directly to the Director of Pilot Operations (DPO), providing regular updates on event planning, execution, and participant engagement. Maintains open communication channels to ensure seamless coordination between Events and Pilot Operations teams.

## Key Attributes

The Events Coordinator should possess strong organizational skills, creativity in event planning, and effective communication abilities. A passion for virtual aviation and a commitment to fostering a sense of community among UVA pilots are essential. Additionally, the ability to collaborate with various stakeholders, both internally and externally, is crucial for the success of this role.

## Impact

The Events Coordinator contributes significantly to the vibrancy and engagement of the UVA pilot community, creating memorable experiences and reinforcing UVA's position as a dynamic virtual airline. By aligning with the broader pilot engagement strategy, this role plays a key part in enhancing the overall satisfaction and retention of UVA pilots.

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# Operations Staff

## Flight Operations Specialist (FOS)

### Overview

**Flight Operations Specialists** are responsible for keeping United Virtual Airlines' flight operations running smoothly behind the scenes. This role focuses on operational oversight within the Crew Center to ensure flights are processed accurately and consistently across the airline.

## What They Do

- **Review and approve PIREPs** to ensure flights meet UVA standards and operational guidelines.
- **Monitor daily flight activity** to maintain accuracy, fairness, and consistency in flight processing.
- **Ensure compliance with procedures**, including adherence to the Flight Crew Standard Operating Procedures (FCSOP).
- **Resolve operational issues** related to flight submissions, routing, or system discrepancies.
- **Coordinate with leadership** to maintain smooth and reliable airline operations.

## Reporting Structure

Flight Operations Specialists report directly to the Director of Pilot Operations (DPO), ensuring that daily operations within the VA align with the broader organizational objectives and guidelines.

## How This Helps You

Flight Operations Specialists ensure that every flight you submit is handled professionally and consistently. Their work helps keep UVA organized, fair, and realistic—so pilots can focus on flying, not administrative issues.

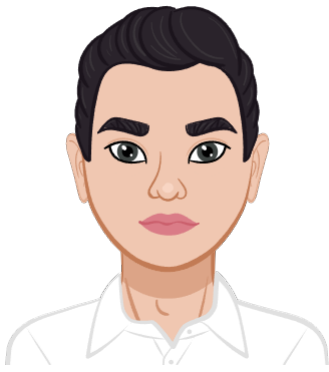


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## Crew Support Specialist (CSS)

### Overview

**Crew Support Specialists** are here to support our pilot community and ensure a positive experience at United Virtual Airlines. This role replaces much of what was previously handled by Hub Managers, with a focus on member assistance and community support rather than base-specific management.

### What They Do

- **Answer pilot questions** and help clarify procedures, policies, and general operations.
- **Provide community support and moderation**, helping maintain a respectful and welcoming environment.
- **Assist with common issues** and direct pilots to the appropriate resources or staff when needed.
- **Help reinforce community standards** and expectations in a friendly, supportive manner.
- **Act as a bridge** between members and leadership by surfacing common questions or concerns.

### Reporting Structure

Crew Support Specialists report directly to the Director of Pilot Operations (DPO), ensuring that daily operations within the VA align with the broader organizational objectives and guidelines.

### How This Helps You

Crew Support Specialists are your first line of help within UVA. Whether you have a quick question, need guidance, or run into an issue, they're there to make sure you get pointed in the right direction and feel supported as part of the community.

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Mark W.

UAL14

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## Staff Position Application Process

If you are interested in applying for a staff position currently listed as VACANT, we invite you to follow the outlined steps below:

1. **Visit the Staff Application Page:** Navigate to the Staff Application page on our crew website. The application page is designed to streamline the process and ensure that your submission is received promptly.
2. **Carefully Review Position Requirements:** Before applying, carefully review the specific requirements and responsibilities associated with the vacant staff position. This will help you understand the expectations and ensure your alignment with the role.
3. **Complete the Application Form:** Fill out the application form with accurate and relevant information. Provide detailed responses that showcase your qualifications, experience, and enthusiasm for the position.
4. **Submit Required Documentation:** Ensure that any required documentation or additional materials, such as a resume or cover letter, are attached as specified in the application form.
5. **Follow Submission Instructions:** Adhere to any specific submission instructions outlined on the application page. This may include specific formats, file types, or additional details requested by the hiring team.
6. **Confirmation of Submission:** After submitting your application, you may receive a confirmation message or acknowledgment of receipt. If not, please allow some time for the processing of applications.
7. **Application Review Process:** Our staff recruitment team will carefully review all applications. Shortlisted candidates may be contacted for further assessments or interviews.
8. **Notification of Outcome:** Once the review process is complete, all applicants will be notified of the outcome. Successful candidates will be provided with additional instructions regarding the onboarding process.

Thank you for expressing your interest in contributing to our team. We appreciate the time and effort you invest in your application. Should you have any questions or require further assistance, feel free to reach out to the designated contact person listed on the Staff Application page.

We look forward to receiving your application and potentially welcoming you to our dedicated team at United Virtual Airlines.



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Updated 30 May 2026 20:10:15 by UAL1 Cody B. | COO