

Corporate Leadership Structure



2.0 Corporate Leadership Structure

The AAVA corporate leadership structure is designed to make clear the responsibilities of each staff member. A fully developed administrative website management system allows us to have a smaller executive team fully committed to developing an excellent pilot experience.

The AAVA Human Resources department is currently predicting continued organizational growth, so new/modified staff positions will likely be created as we are continually re-evaluating the level and quality of service provided to our pilots.

Our corporate leadership team does not subscribe to the idea that the responsibilities of management simply revolve around administrative upkeep; we believe that our responsibility is to serve the needs of our pilots. Each staff member strives to provide excellent service through intelligent leadership and focus on operating within a sound virtual business model.

The current corporate leadership structure is comprised of three divisions:

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- **Administration**
- **Operations**
- **Human Resources**

There are currently five management levels:

- **President**
- **Chief Executive Officer**
- **Chief Operating Officer**
- **Vice President**

2.1 Corporate Structure

Executive Management Team

- “ • **President**
- **Chief Executive Officer (CEO)**
- **Chief Operating Officer (COO)**

Operations Management

- **Vice President of Operations (VP)**
- **Chief Training & Development Officer (CTDO)**
- **Director of Events/Events Coordinator (DEC)**

Administration & Human Resources Support

- **Chief Human Resources Officer(CHRO)**
- **Vice President of Public Relations (VP)**

2.1.1 Executive Management Division:

President: The President & Chairman is responsible for the overall development and oversight of American Virtual. He/she leads the Executive Management Team, guiding the creation and implementation of policies, procedures, and strategic goals across the company. The President & Chairman ensures that corporate initiatives are successfully executed for long-term success.

They establish and adjust the organizational leadership structure as needed, delegating authority across the company and ensuring that all staff have the resources required to succeed. Regular communication with the Executive Management Team is essential to align strategic goals with daily operations.

The President & Chairman has ultimate authority over hiring, suspending, promoting, and terminating senior personnel, as well as resolving personnel issues. Their leadership fosters a culture of accountability, innovation, and performance.

Staff who report to the President (in some cases, may be the same person):

- “ • **Chief Executive Officer (CEO)**
- **Chief Operating Officer (COO)**

- **Chief Human Resources Officer (CHRO)**
- **Chief Training & Development Officer (CTDO)**

Directly responsible for the continuing development and administrative oversight of the organization. He/she leads the Executive Management Team that is charged with developing policies and procedures, and is responsible for strategic planning of goals, objectives, and operations within the entire enterprise. Through their influence and leadership, the CEO also is responsible for overseeing the implementation and ensuring long-term success of the decisions and programs developed by corporate leadership.

The CEO establishes and maintains the corporate leadership structure (modifying it as organizational needs evolve) and delegates authority to all staff members. He/she communicates with members of the Executive Management Team to ensure that AAVA staff members are carrying out their responsibilities as outlined within this manual. In doing so, the CEO is responsible for providing the tools and resources necessary for staff to succeed in their duties.

The CEO maintains the overall responsibility and authority to hire, suspend, demote, and terminate personnel (staff and pilots) and is authorized to hear and determine a course of action on all personnel complaints.

2.1.2 Operations Division:

The Chief Operating Officer (COO) is appointed by the CEO and is responsible for managing of day-to-day operations (Events, Schedules, Route Development, Fleet, and Hub Operations) of the organization. He/she is a member of the executive management team and assists with the development and achievement of all organizational goals.

The COO's primary function is to ensure that the airline runs smoothly. He makes executive decisions regarding matters such as the purchase of additional modules from suppliers, or the creation of new modules as needed to support the organization. Is intimately aware of all functions of the airline crew center and has authority to make changes to the crew center as functionally needed.

“ Specific Responsibilities include:

- Overseeing and directing hub/focus city activities and ensuring compliance with company directives and policies.
- Recommending the modification of existing or implementation of revised policies, procedures and programs based on operations/organizational status.
- Working with the Director of Corporate Events to organize and release new events.

- Working with the Director of Training Operations to provide up-to-date operations information.
- Ensure the technological needs of the pilots are being met across the organization as a whole.

Staff who report to the COO:

- “ • **Vice President of Hub Operations (VP)**
- **Chief Training & Development Officer (CTDO)**
- **Director of Corporate Events (Events Coordinator) (DEC)**

The Vice President of Operations (VP-Ops), appointed by the CEO or COO, is responsible for overseeing the entire Hub Operations division. The VP-Ops has the authority, in collaboration with Human Resources, to hire, manage, and, if necessary, relieve assistants and Hub Managers of their duties. The VP-Ops may also serve as a Hub Manager when needed. This role reports directly to the Chief Operating Officer.

Key responsibilities include:

Organizing and leading staff meetings, utilizing Discord to communicate effectively with Hub Operations staff and pilots as required.

Assisting Hub Operations personnel with issues related to flight operations and airline procedures. Collaborating with executive management to resolve pilot conflicts or situations, ensuring that solutions align with company policies and the Code of Conduct.

Specific responsibilities include:

Organizing and leading staff meetings utilizing Discord to communicate with Hub Operations staff and pilots, as necessary. Aiding all Hub Operations personnel regarding any issue related to flight operations and airline procedures. And communicating with executive management regarding pilot conflicts/situations and working to find and implement an acceptable solution within the confines of policy and code of conduct.

Staff who report to the VP-Ops:

- “ • **Hub Managers**

The Chief Training and Development Officer plans, directs, and coordinate programs to enhance the knowledge and skills of the organizations crew. They also oversee a staff of training coordinators.

The Chief Training and Development Officer oversee training programs, staff, and budgets. They are responsible for organizing training programs, including creating or selecting course content and materials. Training often takes place in the form of a video, self-guided instructional manual, or online application and delivered through a computer, tablet, or other hand-held electronic device. Training may also be collaborative, with crew informally connecting with experts, mentors, and colleagues, often through social media or other online mediums. The CTDO must ensure that training methods, content, software, systems, and equipment are appropriate and meaningful.

To enhance crew skills and an overall quality of work, The Chief Training and Development Officer often confer with managers of each department to identify its training needs. They may work with top executives to identify and match training priorities with overall business goals.

Staff who report to the CTDO:

“ • Training Coordinators

Vice President of Public Relations / Director of Corporate Events (Events Coordinator) (VP): Is charged with maintaining all internal and external communications. To execute the enhancement of AAVA’s external image and perception, the DPR utilizes a diverse mixture of organizational announcements, public press releases, and external publicity for AAVA. In addition, the DPR is responsible for researching, identifying, and implementing creative and innovative methods for promoting AAVA. The DPR also develops, implements, and maintains the corporate brand identity of the organization. To promote the overall brand, he/she is responsible for locating potential alliances/partnerships with other VA’s or virtual aviation entities (including VATSIM groups) and working to develop the details of those partnerships.

2.1.2.1 Staff Compensation and Accountability:

To support the operational demands placed on leadership roles within AAVA, a structured Staff Compensation and Accountability system has been implemented. This system is designed to align expectations with tangible recognition, while ensuring consistency, transparency, and accountability across all hub operations and support functions.

Staff roles within AAVA require a significant investment of time and effort beyond normal pilot activity. Responsibilities such as event planning, pilot engagement, operational coordination, and administrative oversight often reduce the amount of time staff are able to dedicate to personal

flying. This system exists to provide fair and consistent compensation for that time, while reinforcing the expectations associated with each role.

Compensation Structure

Eligible staff roles are assigned a monthly flight hour stipend based on their position within the organization. These stipends are applied automatically on a monthly basis through the administrative system.

The current structure is as follows:

- Hub Managers (HM): 12 hours per month
- Assistant Hub Managers (AHM): 8 hours per month
- Event Officers: 8 hours per month
- Specialty Roles: 8 hours per month

A maximum cap of 20 hours per month per individual is enforced across all roles to maintain balance and prevent overlap or abuse.

In addition to monthly stipends, certain roles may receive advancement-based hour adjustments when required to align rank with position responsibilities. These adjustments are granted at the discretion of executive leadership and are tracked within the system.

System Tracking and Control

All staff-related hour adjustments, including monthly stipends, advancement grants, and manual adjustments, are recorded through a centralized ledger system within the administrative panel. This ensures full visibility, consistency, and auditability of all transactions.

Authorized administrators retain the ability to reverse or adjust entries as necessary to maintain accuracy and enforce policy.

Performance and Accountability

Monthly stipends are directly tied to active participation and fulfillment of role responsibilities. Staff members are expected to remain engaged, communicative, and actively contributing to their assigned areas of responsibility.

Failure to meet expectations may result in the withholding of monthly stipends and, if necessary, further review of role assignment.

This system is not intended to function as a passive benefit, but rather as a structured mechanism to support and reinforce consistent leadership performance across the organization.

Role Alignment and Eligibility

Only staff members formally assigned and tagged within the Staff Permissions system are eligible for automated stipends. Roles not designated within the system are managed manually at the discretion of executive leadership.

It is the responsibility of Operations leadership to ensure that all staff members are properly assigned, aligned, and maintained within the system to reflect their active role.

2.1.2.1.1 Staff Performance Expectations

All staff members receiving role-based compensation are expected to actively fulfill the responsibilities associated with their position. The monthly stipend is contingent upon consistent participation and contribution to the organization.

At a minimum, staff members are expected to:

- Maintain an active presence within their assigned hub or functional area
- Engage with pilots through communication, support, and general visibility
- Participate in or support VA-wide initiatives, events, or operational objectives
- Execute the core responsibilities associated with their assigned role

Hub Managers and Assistant Hub Managers are additionally expected to:

- Drive engagement within their hub through consistent communication and activity
- Support and mentor pilots within their hub
- Ensure alignment with organizational directives and operational standards
- Coordinate with Operations leadership as required

Event Officers and Specialty roles are expected to:

- Actively perform the duties associated with their assigned function
- Contribute to the overall operation and engagement of the VA through their area of responsibility
- Maintain communication with leadership regarding progress, needs, or issues

Failure to meet these expectations may result in the withholding of the monthly stipend for the applicable period. Continued inactivity or lack of participation may result in removal from the assigned role at the discretion of Operations leadership.

This standard is in place to ensure that all compensated staff positions remain active, engaged, and aligned with the operational goals of AAVA.

2.1.3 Human Resources Division:

The Chief Human Resources Officer (CHRO) provides leadership and direction for all Human

Resource functions within the organization. He/she ensures the development, implementation, and enforcement of HR policies and procedures aligned with corporate goals.

“ Key responsibilities include monitoring HR operations and delegating tasks to the Director of Personnel as necessary. The CHRO is also responsible for overseeing the conflict resolution process and addressing any issues or violations related to organizational policies, including the Code of Conduct, in a timely and professional manner.

Additionally, the CHRO collaborates with the Chief Training and Development Officer, supervising the onboarding of new Pilots and ensuring that all training and development needs are met. The CHRO works closely with Operations teams to ensure proper documentation and compliance with actions taken by senior leadership, including VPs and Directors.

Staff who report to the CHRO:

“ • Vice President of Public Relations (VP-PR)

The VP-PR reports to the Chief Human Resources Officer and is responsible for day-to-day employee issues. Duties include the management of new pilot applications, fourteen (14), thirty (30) and sixty (45) day flight warnings, terminations, and retirements, assisting with LOAs and managing hub transfers. Additional duties may be required as determined by the CHRO.

Vice President of Public Relations (VP-PR)

The Vice President of Public Relations is appointed by the CHRO and is charged with maintaining all internal and external communications. To execute the enhancement of AAVA's external image and perception, the DPR utilizes a diverse mixture of organizational announcements, public press releases, and external publicity for AAVA (and applicable activities/events). In addition, the DPR is responsible for researching, identifying, and implementing creative and innovative methods for promoting AAVA.

The VP-PR also develops, implements, and maintains the corporate brand identity of the organization (graphically and styling of content). To promote the overall brand, he/she is responsible for locating potential alliances/partnerships with other VA's or virtual aviation entities (including VATSIM groups) and working to develop the details of those partnerships to submit to

the CEO for consideration.

2.2 Staff Vacancies

If there is a vacancy in the Corporate Leadership team, an announcement will be made to the organization by the CHRO in two ways.

- **A post in the news section on the dashboard will be made.**
- **A posting for the position will be placed in the Careers section of the website.**

If deemed necessary, the vacancy may be announced on third-party industry websites. Applicants must apply for desired position through the Careers section of the website. Once application has been received, the CHRO will review and document that the pilot applied for a position. (Requirements for the resume will be frequently updated on the HR forums) Upon receipt of a qualified candidate, the CHRO will forward the resume on to the appropriate hiring manager. The hiring staff member will conduct a required interview with the candidate (preferably via Discord, alternatively through a written response to submitted questions). At the conclusion of the interview process, the hiring staff member will notify the CHRO, COO, and CEO of the selection. Once the hire is approved by Executive Management, the VP-PR will release an announcement via the news section of the website as well as an email to all members and the new hire will be granted all website and forum rights needed to execute his/her position.

2.3 Domicile (Hub) Operations:

AAVA emulates the flight operations of American Airlines Group and its subsidiaries by maintaining the same domicile structure. We offer our pilots an opportunity to select their domicile (if available) and later transfer to others. Between our ten hubs, our pilots can experience domestic and international flight operations. The current hub cities include:

- **Charlotte/Douglas International Airport (KCLT), Charlotte, North Carolina**
- **Chicago - O'Hare International Airport (KORD), Chicago, Illinois**
- **Dallas/Fort Worth International Airport (KDFW), Dallas, Texas**
- **Los Angeles International Airport (KLAX), Los Angeles, California**

- **Miami International Airport (KMIA), Miami, Florida**
- **New York's John F Kennedy International (KJFK), Queens, New York**
- **New York's LaGuardia Airport (KLGA), Queens, New York**
- **Philadelphia International Airport (KPHL), Philadelphia, Pennsylvania**
- **Phoenix Sky Harbor International Airport (KPHX), Phoenix, Arizona**
- **Washington's Regan National (KDCA), Arlington, Virginia**

Revision #11

Created 2025-08-22 00:14:59 UTC by Randy Kaster

Updated 2026-04-30 15:31:29 UTC by Randy Kaster