



TCR Group - Operations Director North America (Newark)



We are hiring

Operations Director North-America (Newark)

About us

At TCR Group, we're revolutionizing the aviation industry with integrated solutions for Ground Support Equipment (GSE). Headquartered near Brussels Airport, we operate in over 200 airports globally, including North America, Europe, Asia Pacific, and the Middle East. Our team of 1,700 employees drives our success, making TCR a trusted partner worldwide.

As the global leader in our niche market, TCR is rapidly expanding, introducing our unique turnkey model to the North American market. Our success is driven by our dedicated employees, who are at the heart of our company.

The opportunity

We are seeking an Operations Director to oversee multiple airport operations and establish new ones in the region. This role requires a high degree of autonomy and end-to-end responsibility for delivering excellent service, ensuring top-tier GSE availability, and maximizing TCR's asset value. In this role, you will report to the Managing Director. This role is located in Newark, New Jersey.

Where youâ€™™ II thrive:

1. Operations Management

Oversee multi-site operations, ensuring safety, maintaining standards and overseeing maintenance

Align operations with Group strategy, enhance efficiency, and drive cost reductions.

2. Team Leadership

Build an empowered and accountable organization.

Develop agile, self-steering teams with open communication.

Lead and support Operations Managers and staff with TCR's core values in mind:

- **Passion:** Driven by improvement and enjoying our work together.
- **Integrity:** Adhering to high moral standards and treating everyone with respect.
- **Accountability:** Keeping promises and taking responsibility for actions.
- **Open-Mindedness:** Pioneering, adaptable, and driven by creativity and curiosity.

3. Safety Leadership

Establish and maintain a zero-harm safety culture at new and existing TCR sites.

Ensure daily safety for all team members and stakeholders.

4. Customer Relations

Maintain positive relationships with customers, exceed expectations, and ensure adherence to Service Level Agreements.

Facilitate communication and support new operation start-ups.

5. Financial Oversight

Manage P&L for sites and workshops.

Implement efficiency improvements and cost-saving initiatives.

6. Strategic Implementation

Support and execute TCR Americas Strategy in line with the overall Group strategy.

The ideal candidate:

- Demonstrates exceptional leadership skills, capable of inspiring and guiding teams to success.
- Hands-on, driven entrepreneur with a strategic long-term vision. Maintains a relentless drive for excellence in all aspects of work.
- Highly self-steering, capable of managing responsibilities independently. Solutions-oriented with an open mind for new ideas and approaches.
- Tackles challenges with a positive attitude and a "don't worry, I got this" mentality.
- Excellent communication skills with the ability to build strong partnerships with various stakeholders. Fluent in English (verbal and written); Spanish proficiency is a plus.
- Strong technical background or a keen interest in developing technical expertise. Working knowledge of the aviation and Ground Support Equipment (GSE) industry is a definite plus.
- Skilled in planning and implementing operational projects efficiently.

Travel is a requirement

Why Join Us:

Join us in our commitment to sustainability and revolutionize the aviation industry. At TCR, we offer more than just a job—we provide long-term career opportunities in a dynamic environment where you can develop personally and professionally. Our passionate team is dedicated to setting new standards in aviation while having fun and achieving excellence. If you are a driven leader with a passion for innovation and sustainability, we invite you to join our team and help shape our growth trajectory.