



TCR Group – Operations Director North America



Operations Director North-America

The Opportunity

We are in an exciting phase of growth! As we continue to evolve from a regional service provider of airport equipment solutions to a global leader, we are seeking an **Operations Director** to join our dynamic team of North America.

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 terms of maintenance and equipment reliability. In this role, you will report to the Managing Director.

A snapshot of what you will be doing:

Operations Management

- Oversee multi-site operations, focusing on the maintenance and repair of GSE and commercial trucks to ensure continuous equipment availability and performance.
- Align operations with Group strategy, enhance efficiency, and drive cost reductions.

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.

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.

Customer Relations

- Maintain positive relationships with customers, exceed expectations, and ensure adherence to Service Level Agreements.
- Facilitate communication and support new operation start-ups.

Financial Oversight

- Manage P&L for sites and workshops.
- Implement efficiency improvements and cost-saving initiatives.

Strategic Implementation

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

We are looking for an individual who:

- Demonstrates exceptional leadership skills, inspiring and guiding teams to success.
- Hands-on, driven entrepreneur with a strategic long-term vision and a relentless drive for excellence in all areas of work.
- Highly self-motivated and capable of managing responsibilities independently. Solutions-oriented, open to new ideas and approaches.
- Tackles challenges with a positive attitude and a "don't worry, I got this" mentality.
- Excellent communication skills, able to build strong partnerships with various stakeholders. Fluent in English (verbal and written); proficiency in Spanish is a plus.
- Strong technical background with a specific focus on GSE or Commercial truck maintenance and repair. Familiarity with the aviation and Ground Support Equipment (GSE) industry is a definite advantage.
- Skilled in planning and executing operational projects efficiently.
- Willing to travel up to 50% of the time, with regular commutes between the 9 workshops and any new locations.
- Is eligible to work in both the U.S. and Canada.

♥ We think you will love working with 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.

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.