

### **Kenmore Air's Legacy & Industry Leadership**

Kenmore Air is a Northwest icon with more than seven decades connecting people, communities, and remote destinations through safe, reliable, and uniquely memorable experiences. As one of the most respected aviation companies in the world, Kenmore, known for its uncompromising safety standards, customer service, and deep aviation expertise provides best-in-class passenger flight services, aircraft maintenance and refurbishment, and parts manufacturing and sales. All while maintaining a strong legacy of service and hospitality. Guided by enduring values of doing the right thing, acting with trust and honesty, honoring commitments, and taking pride in craftsmanship and reliability. Kenmore Air has maintained a global reputation for aviation excellence. Generations of customers have trusted Kenmore Air to help them discover and enjoy the beauty of the region, supported by employees who take pride in creating a caring, inspiring, and values-driven environment across every flight and every customer interaction.

### **The Opportunity**

The Chief Executive Officer (CEO) will lead Kenmore Air into its next era, stewarding a legacy brand while strengthening operational excellence, financial performance, and organizational culture. Reporting to the Chair of the Board, the CEO will champion the company's commitment to safety, service, and memorable customer experiences while fostering a values-centric workplace where employees feel engaged, empowered, and recognized.

### **Role Overview**

The Chief Executive Officer (CEO) is responsible for the overall leadership, strategic direction, operational performance, and cultural health of Kenmore Air. This executive ensures the company operates with the highest standards of safety and service, regulatory compliance, financial discipline, and customer care. The CEO fosters a values-centric, professional, and collaborative workplace where employees are engaged, empowered, and recognized for how they come together to create safe, memorable, and inspiring experiences for customers and community partners. The CEO reports directly to the Board Chair and is accountable for executing the Board's strategic priorities with transparency, integrity, and operational rigor.

### **Key Responsibilities**

#### **Strategic Leadership**

- Develop and execute a clear strategic plan that strengthens Kenmore Air's long-term viability, operational excellence, and market position.
- Champion the company's commitment to delivering memorable customer experiences rooted in safety, hospitality, and care.
- Identify growth opportunities, operational improvements, and strategic partnerships that advance the company's mission and financial health.

- Provide the Board with timely, accurate, and actionable information to support effective governance and decision-making.

### **Operational Excellence, Safety & Service**

- Serving as the FAA Safety Management System Accountable Executive, ensure all operations meet or exceed FAA, DOT, and other regulatory requirements.
- Uphold Kenmore Air's highest standards of safety and service across every touchpoint of the employee experience and customer journey.
- Oversee fleet management, maintenance operations, and operational readiness to ensure consistent, high-quality service delivery.
- Oversee the sale and refurbishment of airplanes, and the design, manufacture and sale of parts.
- Promote a culture of continuous improvement that enhances reliability, efficiency, and customer satisfaction.

### **Financial Stewardship**

- Lead the development and management of annual budgets, financial forecasts, and capital plans.
- Maintain disciplined cost management and ensure the company meets financial performance targets.
- Evaluate investments, capital expenditures, and operational risks with transparency and rigor.

### **Leadership, Culture & Employee Experience**

- Build and sustain a high-performing leadership team with clear roles, expectations, and accountability.
- Model professional conduct, emotional maturity, and respect in all interactions.
- Foster a values-driven culture where employees feel engaged, empowered, and recognized for their contributions to safety, service, and customer experience.
- Ensure performance management systems are consistent, fair, and aligned with organizational goals.
- Strengthen communication practices that reinforce trust, clarity, and shared accountability.

### **Customer, Community & Stakeholder Engagement**

- Serve as the primary external representative of Kenmore Air with regulators, community partners, customers, and industry stakeholders.
- Promote Kenmore Air's reputation as a trusted, community-rooted aviation provider known for exceptional service and memorable experiences.
- Strengthen relationships with local communities, business partners, and government entities.

### **Governance & Board Partnership**

- Maintain a transparent, collaborative, and professional relationship with the Board of Directors .

- Provide regular updates on operational performance, risks, culture, and strategic progress.
- Implement Board decisions with fidelity and ensure alignment between governance and operations.
- Uphold clear boundaries between Board roles and management responsibilities.

### **Qualifications**

#### **Experience**

- Proven senior leadership experience in aviation, transportation, or a similarly regulated, safety-critical industry.
- Demonstrated success leading organizations through transition, growth, or cultural change.
- Strong track record of operational excellence, financial management, and team leadership.
- Experience working with or reporting to a Board of Directors.

#### **Skills & Attributes**

- Exceptional judgment, integrity, and emotional intelligence.
- Ability to synthesize complex information and communicate with clarity and candor.
- Strong strategic thinking paired with disciplined execution.
- Highest commitment to safety, regulatory compliance, and operational rigor.
- Proven ability to build trust, resolve conflict, and foster a healthy, values-centric culture.
- Professional presence and communication skills suited to representing the company externally.
- Deep appreciation for customer experience and the role employees play in creating memorable, safe, and caring interactions.

#### **Your Leadership Will Deliver**

- A workplace culture defined by professionalism, respect, empowerment, and shared accountability.
- Employees who feel valued, supported, and connected to Kenmore Air's mission and values.
- A consistently exceptional customer experience that reflects the company's commitment to safety, service, and care.
- A stable, high-performing leadership team aligned around shared goals.
- Clear, consistent communication between the CEO and the Board.
- Strong operational performance, safety outcomes, and financial discipline.
- Strengthened community relationships and a positive public reputation.
- A strategic roadmap that positions Kenmore Air for long-term success.
- A workplace where employees deliver their best work, collaborate in harmony toward shared goals, and see that their voices are valued and make a meaningful impact. This environment is grounded in trust—trust in the leader, in the vision, and in the mission of Kenmore Air.

Please submit letters of interest and resumes to Vanessa McDonald at [vanessam@shgllc.com](mailto:vanessam@shgllc.com).