



CAREER OPPORTUNITY OPERATIONS CONTROL OFFICERS OPERATIONS DEPARTMENT

JOB SUMMARY: - The Operations Control Officer (OCO) fields all incoming calls and maintains a record or log of all such calls, events, and incidents. The OCO is responsible for notifying or dispatching the appropriate personnel to respond to any incident or event that may have been called into the Centre. In addition, the OCO monitors all alarm panels, the Visual Defence System (VDI), Baggage Handling System (BHS) monitors, BIWIS, Key watcher, MPulse and Aerocloud systems. The OCO notes irregularities or alarms and refers to the relevant entities and issues email notifications, if required.

KEY DUTIE AND REPONSIBILITIES: -

- Answering all telephone calls coming into the Operations Centre.
- Maintaining a log or record of all calls and incidents and documents in CMMS system in real time.
- Issuing Airport Overview Reports (when required).
- Issue e mails/notification to Advisory group regarding any irregular incident or event that has the potential to impact airport operations within 5 minutes upon receipt.
- Dispatching appropriate personnel to handle situations as they arise.
- Following up on outstanding Operations Log items to ensure they are completed in a timely manner.
- Coordinating emergency calls and following up with relevant personnel
- Monitoring alarm panels, VDI, Aerocloud, BIWIS and BHS monitors
- Assist with monitoring the Quick Turn operation.
- Create and distribute bulletins and advisories as required.
- Create an update Microsoft Excel generated reports relevant to key issues/areas.
- Update and maintain the Airport Telephone Directory
- Manage the Temporary ID process and issue relevant letters.
- Complete reports as required.

QUALIFICATIONS: -

- Post-secondary education in a related field
- Experience in a fast-paced and dynamic environment
- Proficiency in Microsoft Office Suite
- Ability to multi-task and work in a high-pressure environment
- Call center and/or dispatching experience, a definite asset
- Demonstrated problem solving and analytical skills

- Proven skills in data analysis
- Excellent interpersonal, written, and oral communication skills coupled with proven excellence in customer service

ABILITIES: -

- Must be able to acquire security clearance
- Must be able to effectively communicate verbally and in writing
- Must be able to analyze situations, identify potential problems and make contact with relevant persons
- Must be able to interact with all stakeholders in a pleasant, professional manner
- Must be able to prioritize activities
- Must be able to multitask
- Must have integrity and can be relied upon to complete tasks without being prompted
- Must possess excellent customer service skills

EXPECTATIONS: -

- Complies with all company's established policies and procedures
- Answering all phone calls that come into the Centre, record concerns in CMMS system in real time and refer them to relevant department for resolution
- Ensure relevant persons are notified and dispatched to address concerns and follow up conducted
- Be able to demonstrate excellent customer service skills
- Must possess excellent written, verbal communication skills, and have the ability to write reports, e mails etc.
- Must have ability to multitask and prioritize in a sometimes fast paced environment
- Monitors all systems in the Operations Centre

Resumes with certificates should be forwarded via email to people @ nas.bs on or before
Thursday, July 5, 2024

Please indicate the position you are applying for in the subject field.