



## **CAREER OPPORTUNITY AIRPORT DUTY SUPERVISOR OPERATIONS DEPARTMENT**

**JOB SUMMARY:** – This position is responsible for the daily operations at LPIA inclusive of terminals, landside, and airside. The Duty Supervisor maintains a constant awareness of changing conditions, activities and requirements affecting airport operations such as passenger flows, equipment status, maintenance activities, construction projects as well as meteorological conditions. He/She takes ownership and has the responsibility to identify potential service failures and takes appropriate action to resolve the same effectively and efficiently. The Duty Supervisor communicates important information to a variety of stakeholders and agencies in a timely manner and is highly skilled at conflict resolution, developing win-win strategies. The Duty Supervisor assumes the role of the NAD Emergency Coordinator during any airport incident or emergency. He/She must ensure that high standards of health, safety and customer service are maintained at all times.

### **KEY DUTIES AND RESPONSIBILITIES: -**

- Ensures the operational efficiency and safety of the airport by performing inspections of the curbside, aircraft operating and terminal facilities to ensure compliance with local and international regulations/directives as well as airport rules and regulations and directs necessary responses and corrective actions to appropriate agency for all deficiencies noted during inspections.
- Monitoring and inspecting airport activities as well as the performance of airlines, tenants, concessionaires, and others to ensure adherence to airport rules and regulations.
- Investigates complaints, issues, concerns, and inquiries and provides recommendations and takes appropriate action to remedy the same in a timely manner.
- Coordinates the airport's response to critical incidents, irregular operations (IRROPS) and emergencies and provides resolutions to problems/issues.
- Ensures that all critical systems are operational and enacts appropriate mitigation in the event of failure or interruption.
- Initiates appropriate response during airport incidents or emergencies, and acts as the on-scene coordinator.
- Communicates consistently with internal Supervisors/Managers to resolve and provide updates on outstanding projects/issues that impact the overall operations.
- Identifies service failures or potential service failures and takes appropriate action to remedy the same in a timely manner.
- Provides direction and guidance to line staff in the daily execution of their duties and in the event of emergencies, incidents, or operational irregularities.
- Ensures that information to passengers is accurate and available.
- Communicates important and accurate information to relevant stakeholders in a timely manner.
- Provides terminal tours and escort services as required.
- Identifies and builds relationships with a variety of airport employees at all levels and staff.
- Ensures that tenant activities are in compliance with current contractual or leasing agreements.
- Completes End of Shift and other reports as required.
- Performs other duties as assigned.

**QUALIFICATIONS: -**

- Bachelor's Degree from an accredited college or university in Aviation/Airport Management or ACI/IATA Diploma courses in a related field
- Experience working in terminal airport operations (inclusive of airside operations/airport security) as well as leadership/supervisory experience a plus.
- Computer literate, good working knowledge of Microsoft Office Suite
- Must pass background checks on an annual basis

**ABILITIES: -**

- Must be able to acquire and maintain security clearance as well as Airside driving privileges.
- Must be able to effectively communicate verbally and in writing up and down the organization as well as externally to airport partners.
- Must be able to analyze situations, identify and resolve problems.
- Must be able to interact effectively with all stakeholders, staff, and users.
- Must be able to prioritize activities.
- Must be able to coordinate and direct the work of other staff.

**EXPECTATIONS: -**

- Completes with all company policies and procedures.
- Demonstrates and provides excellent levels of customer service to internal and external customers.
- Possesses an eye for detail and is able to act on own initiative.
- Demonstrates knowledge of the airport facilities
- Maintains a constant awareness of changing conditions, activities and requirements impacting airport operations.
- Reacts and responds to incidents and events in a professional manner.
- Demonstrates a positive attitude at all times.

Resumes and certificates should be forwarded via email to [people@nas.bs](mailto:people@nas.bs) on or before **Monday, March 31, 2025**. Please indicate the position you are applying for in the subject field.