



<i>Job Description Title:</i>	Operations Control Center Supervisor
<i>Division Department</i>	Operations
<i>Location:</i>	Miami
<i>Reports to:</i>	General Manager, Operations
<i>Work Schedule:</i>	Monday through Friday 8:00 a.m. to 5:00 p.m. Flexibility on nights, weekends and holidays on as needed basis
<i>Exemption Status:</i>	Non-Exempt
<i>Position Classification</i>	
<i>Post Hurricane event:</i>	First Responder

Summary of Duties and responsibilities

The Operations Control Center (OCC) Supervisor is responsible for the daily supervision of the OCC, and all its team units (Scheduling, Records, TSA) into a cohesive operational team. This position reports to the General Manager of Operation for the safe, compliant and efficient daily performance of the OCC. The OCC Supervisor is expected to help meet the corporate performance objectives and strategic goals as they relate to OCC.

Primary duties and responsibilities

Responsibilities include, but are not limited to,

- Setting the daily strategy and its execution
- Supervising daily OCC operations
- Planning for regular and irregular operations
- Customer Satisfaction/Service recovery
- Communication between OCC, MX, Finance, and Sales
- Identify and ensure compliance with specific customer training requirements and records
- Provide customer with support in the conduct of quality pilot training
- Improve efficiencies within the OCC
- Interface with all departments as needed
- Maintain highest level of customer quality care
- Other duties as assigned

Qualifications

- Associates Degree (AA, AAS) or equivalent from two-year college or technical school, or one to two years related experience
- Airline or Training Center management position preferred.
- Administrative or project management experience preferred.
- Understanding or experience in standard operating procedures.
- Previous or relevant experience in liaison with regulatory agencies (FAA)(DGAC) preferred
- Understanding of finance and budgeting
- Excellent written and verbal communication skills
- Customer Quality Care Driven

Education, prior work experience, and specialized skills and knowledge:

Critical Skills: Must have a high level of verbal communication skills. Must be extremely detail oriented. Must have an ability to define processes and procedures when required. Must be able to work in a team environment and support cultural diversity.

Education: Associates Degree (AA, AAS) or equivalent from two-year college or technical school, or one to two years related experience.

Experience: Five years Airline operations or Training Center management experience preferred.

Specialized skills and knowledge: Computer literate, crew scheduling software knowledge, DGAC and FAA interface skills preferred.

Physical environment/working conditions:

General office environment. May have some light lifting up to 30lbs. May require prolonged periods of sitting, standing, walking, bending, and stooping.