

JOB DESCRIPTION

POSITION IDENTIFICATION		FUNCTIONAL RELATIONSHIPS	
Job Title:	Quality Assurance/ Monitoring Officer	Direct Reports:	Nil
Reports to:	Airport Manager-HIA	Internal Contacts:	Airport Managers, M-ANS, SLASPA Airport Employees
Department:	Airport Operations	External Contacts:	Airport users, concessionaires, ground handlers, airlines, regulatory agencies

JOB SUMMARY:

Quality Assurance/Monitoring Officer is required to ensure compliance with regulatory standards, operational excellence, and continuous improvement across both airports in Saint Lucia. The role involves monitoring all aspects of airport operations, conducting audits, and implementing quality assurance programs to maintain high standards of safety, security, and service delivery. The position is based at HIA but will be required to serve both airports.

DUTIES AND RESPONSIBILITIES

AVIATION MANAGEMENT

- Maintains regularity of liaison work with the Manager-Air Navigation Services (M-ANS) and monitoring of the Air Traffic Control section.
- Provides regular reports on the status of operations at the Airport are provided to the Airport Managers.
- Collaborate with airport stakeholders, government agencies, and external auditors to facilitate inspections, certifications, and regulatory compliance.
- Investigate incidents, complaints, and non-conformances related to airport operations and implement corrective actions and preventive measures
- Conduct regular audits and inspections of airport facilities, processes, and procedures to ensure compliance with local and international regulatory requirements (e.g., ICAO).

- Monitors the effectiveness of the airports' bird/wild life programme and ensures continuous mitigation measures are established.
- Facilitates inspections/audits by internal authority, local and international regulators and ensure compliance with requirements and corrective action is taken as required.

FACILITY MANAGEMENT

- Monitor and evaluate airport service providers, including airlines, ground handlers, and concessionaires, to ensure adherence to service level agreements and quality standards.
- Establishes systems for the proper monitoring and quality assurance of maintenance of the physical facilities at the airport through coordination with the Engineering Department.
- Establishes systems for the prompt correction of faulty equipment, for the prompt reporting of all incidents and accidents and for the prompt handling of customer complaints.
- Conducts regular and periodic inspections of all airport operational areas to ensure facilities and equipment are well maintained in accordance with international standard.
- Maintains oversight and due care of the Authority's interests, equipment and personnel at the airport.

CUSTOMER SERVICE

- Develop and implement quality assurance programs and initiatives to improve operational efficiency, customer service, and safety standards.
- Maintains excellent customer service for both internal and external customers.
- Ensures that items critical to quality assurance and monitoring are included in Memoranda of Understanding, Service Level Agreements and protocols between the Office of the Airport Manager and agencies which operate at the airport i.e. Crash Fire Rescue, Engineering Department, the Ports Police, Airline Operators Committee, Customs & Excise, Immigration, Fuel Providers and any other entity which may be deemed necessary.

SAFETY AND SECURITY

- Monitor service provision and processes in airport security procedures and agencies and report on same to the Airport Managers.
- Ensures that all those employed at the airport know and comply with appropriate safety and security regulations.
- Maintains an effective working relationship with the Ports Police and with relevant public authorities, including those that provide emergency services.
- Establishes, execute and maintain an airport safety and security orientation program, in relevant areas as pertinent to all airport employees, stakeholders and concessionaires.
- Monitors airport emergency procedures, processes and inventory, by ensuring they are current and compliant in accordance with international standards and industry best practice. Liaise with airport Managers to ensure the execution of the airport biennial emergency exercise, regular table top exercises and other activities.
- Liaises with the SLASPA Occupational Health and Safety Department and Airport Management to ensure that all airport stakeholders are compliant with Health and safety practices, emergency protocols, international standards, and security requirements for the airport. Review and monitor to ensure any required documentation/material/equipment is in order and spot/ random check as necessary.

CONCESSIONAIRE MANAGEMENT

- Conduct training and workshops for airport staff and service providers on quality standards, safety protocols, and regulatory requirements.
- Maintains excellent relationships with airline personnel, concessionaires and other agencies who operate at the Airport
- Monitors and time the renewal of concessionaire lease agreements and report/ follow up on same.
- Review Lease agreements to ensure quality assurance is provided in such documents and recommend changes/ improvements as required.

FINANCIALS

- Assists in developing and implementing operational goals for the airport with a focus on quality, safe and efficient operations.
- Researches, monitors, reports on and recommends improvement of efficiencies/effectiveness in current revenue areas and collection. To ensure the effective implementation of the foregoing as and when directed by the Airport Managers.

SUPERVISORY RESPONSIBILITY

- Prepare detailed reports, findings, and recommendations based on audits and monitoring activities for management review and decision-making.
- Stay updated on industry best practices, technological advancements, and regulatory changes to recommend improvements and ensure continuous compliance.
- Reviews the performance of the Duty Managers and all other direct reports who may be assigned to the Airport Manager's Office and recommend appropriate training and implement initiatives for the development of required skills and performance improvement;

ADMINISTRATIVE RESPONSIBILITY

- a) Designs policies and procedures to facilitate the overall effective and efficient functioning of the Airport and to advise and liaise with the APM-HIA on same;
- b) Analyze data and performance metrics to identify trends, areas for improvement, and opportunities for operational enhancements.
- c) Develops an annual Quality Assurance work plan for the Airports;
- d) Prepares items which will enhance quality assurance and monitoring to be included in the Airports' annual budget and justify same with the Airport Managers; and
- e) Performs other related duties as may be assigned from time to time.

MINIMUM QUALIFICATIONS

- Bachelor's degree in Aviation Management, Quality Assurance, Engineering, Business Administration, or a related field. A master's degree is preferred.
- Minimum of 5 years of experience in aviation quality assurance, auditing, or airport operations, preferably in a managerial or supervisory role.
- Strong knowledge of aviation safety, security, and quality management systems (e.g., ISO 9001, SMS).
- Certification in Quality Management (e.g., Certified Quality Auditor, Certified Aviation Manager).

KNOWLEDGE

- ✦ Demonstrates a high level of confidentiality, competency and professionalism at all times
- ✦ Knowledge of operational airport auditing techniques
- ✦ Sound knowledge of aircraft and airline operations
- ✦ Working knowledge of Airport Emergency and Security Regulations (ICAO)
- ✦ Working knowledge of Airport Safety Requirements
- ✦ Excellent interpersonal, communication and report writing skills.
- ✦ Advanced knowledge of and proficiency in MS Office Suite.
- ✦ Sound problem-solving skills.
- ✦ Excellent time management and organizational skills.
- ✦ Strong knowledge of aviation safety, security, and quality Management systems (e.g. ISO9001, Safety Management Systems)
- ✦ Excellent analytical skills with the ability to interpret data and identify trends.
- ✦ Experience conducting audits, inspections, and investigations in a regulated environment
- ✦ Ability to function within a team environment.
- ✦ The ability to work prolonged hours.
- ✦ The ability to liaise with a diverse work force.
- ✦ The ability to work and adjust to flexible operations.
- ✦ Ability to respond promptly to and manage emergency and unusual occurrences.
- ✦ Ability to be flexible with work assignments.
- ✦ Ability to use one's initiative and be proactive.
- ✦ Ability to stimulate and manage change.

SIGNATURE

I confirm that the requirements of this job description were discussed with me and I understand what is expected of me.

Employee's Name : _____

Employee's Signature : _____

Date : _____