

JOB DESCRIPTION

POSITION IDENTIFICATION		FUNCTIONAL RELATIONSHIPS	
Job Title:	Duty Manager – GFLCA: Terminal Operations	Direct Reports:	Terminal Facilities Officer
Reports to:	Airport Manager- George FL Charles Airport	Internal Contacts:	All Employees
Department:	Airport Operations	External Contacts:	Concessionaires, stakeholders, Government Ministries, Foreign Officials
Classification	Grade 8	Revised	November 5, 2024

JOB SUMMARY:

The job holder is responsible for the daily management of Airport Terminal Facilities and in general all aspects of airport operations.

DUTIES AND RESPONSIBILITIES

Terminal Operations Management

- **Oversee Daily Operations:** Manage all aspects of terminal operations to ensure smooth functionality and passenger flow.
- **Staff Management:** Supervise terminal staff, including scheduling, training, and performance evaluation.
- **Safety Compliance:** Ensure compliance with safety regulations and airport policies, conducting regular inspections, and report to Airport Manager on same.
- **Coordinate Services:** Collaborate with various airport departments (security, maintenance, airlines, Customs, Immigration/Emigration Port Health, Ground Handlers, Red Cap Service, Taxi Services, Concessionaires) to enhance operational efficiency.
- **Coordination with Airlines:** Liaise with airline staff to relay information about flight delays, cancellations, and gate changes.
- **Crisis Management:** Develop and implement emergency response plans and manage incidents as they arise.

Facility Management:

- Assists the Airport Manager in ensuring that plant facilities are maintained as per set standards of the Authority.
- Assists in the establishment of systems for the proper upkeep and maintenance of the plant.
- Undertakes planned and regular inspections of the plant in collaboration with the Engineering Department (equipment, structure) for necessary follow up action.
- Undertakes necessary interventions to correct any identified deficiencies at the plant.

Airport Operations -General

- Provides reports as and when required on status of airport operations.
- Assists in the auditing of various airport operations to achieve greater efficiency.
- Assists with the development and implementation of goals for all operational aspects of the airports as and when required.
- Assists the Airport manager in the management of relationships with all support departments.
- Assists in ensuring compliance with all airport regulations by airport users to ensure smooth airport operations.
- Assists in the facilitation of inspections/audits by local and international regulations.
- Conducts daily verification of aircraft passenger and cargo on airport statistics database
- Assists when required, with inspections of the aerodrome, NDB site and other navigation equipment sites
- Verifies invoices submitted by the Administrative Assistant (AA).
- Receives and verifies cash receipt from AIS office
- Verifies cash transactions prepared by AA on a daily basis
- Receives confiscated and lost and found items from the Port Police
- Monitors ground handling and aircraft operations
- Assists the Airport Manager with ensuring that the airport staff receives requisite training.

Bird Control- General

- Assists with the management of airport bird/wildlife management programme by overseeing the work of the Wildlife Assistant.
- Assists with developing effective measures that will mitigate the proliferation of bird/wild life.

Customer Service - General

- Assists the Airport Manager in ensuring that at least two (2) Airport Safety Committee Meetings are held annually.
- Assists in maintaining excellent relationships with airline personnel, concessionaires and relevant stakeholders.
- Assists the Airport Manager in ensuring quarterly Facilitation meetings are conducted with airport stakeholders and concessionaires and ensure that follow-up actions are carried out.
- Manages the end to end customer feedback process to ensure the 'voice' of the customer is heard and adequately promptly addressed.

Emergency management and Safety Procedures

- Assists the Airport manager in ensuring that all airport emergency processes and procedures are compliant with international standards.
- Assists the Airport manager in planning and executing the airport biennial emergency exercise, regular Table Top exercises and other activities as and when necessary.
- Assists in ensuring that all airport users are familiar with and compliant with health and safety practices, security protocols, emergency protocols and international regulations.

Administrative Duties

- Assists the airport manager in developing policies and procedures to facilitate the smooth operation of the airport.
- Assists the airport manager in developing an annual work plan for relevant personnel at the airport.
- Assists the airport manager with the preparation of the Airport's annual budget.
- Assists with continuity planning for relevant employees at the Authority.
- Performs any other related duties as may be assigned by the Supervisor from time to time

QUALIFICATIONS

- Associate's Degree/Diploma in Airport/Public Administration/Management/Business Administration plus five (5) years working experience in Airport Operations;
- Certificate in Civil Aviation Management is an asset

KNOWLEDGE, SKILLS AND ABILITIES

- Demonstrates a high level of confidentiality competency and professionalism at all times
- Excellent interpersonal and communication skills.
- Knowledge of Airline or Airport Operations,
- Knowledge of best practices in Airport Safety
- Advanced knowledge of and proficiency in technologically innovative tools
- Sound problem-solving skills.
- Excellent time management and organizational skills.
- Active listening skills and attention to detail.
- Functions within a team environment.
- Ability to respond effectively to situational crises and follow up accordingly.
- Ability to effectively manage relationships with concessionaires and service providers to ensure seamless and professional service provision
- Ability to work shift (day, night, weekends)
- Ability to be flexible with work assignments.
- Ability to use one's initiative and be proactive.
- Ability to stimulate and manage change and develop strong teams.

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 : _____