

Operations Control Center (OCC) Agent

Job Overview

The OCC Agent shall cover a variety of processes, the main ones being resource allocation and movement control.

Job Description

- Monitoring flight statuses to ensure the local flight management system has the most accurate times so all relevant parties know the latest live flight program so resources can be planned effectively and where applicable, passengers have the latest live flight information.
- Sending movement messages shortly after flights arrive and depart.
- Ensuring all SITA messages are sent in the correct format with the correct details. Such messages include, SCM (stock control messages) and s, UCM (ULD control messages)
- Ensuring all non-contractual services are captured in FSC for billing purposes.
- Cross checking flight file paperwork, before closing out flights.
- Liaising with airport authorities regarding stand allocation.
- Monitoring airfield updates and adverse weather events.
- Delivering, reviewing, and revising the pre-allocation plan. This is the process where we assign the planned flight workload to the available staff and review operational coverage and make necessary changes if required.
- During the day of operation, the allocator shall efficiently distribute the available tasks to the available employees, communicating all required details and changes to the staff.
- Being aware of all the required and actual GSE levels and take corrective actions where there are GSE shortfalls.
- Ensuring that staff have the right qualifications to complete their assigned tasks safely, whilst ensuring they receive the correct breaks and rest in line with local regulations.
- Monitoring absenteeism and manpower shortages within the operations. Constantly monitoring absent call log to determine when and where short staffing is expected due to sick and late calls. Proactively mitigate short staffing issues by initiating callouts and securing overtime.

Job Requirements

- Prior ground handling (ramp, passenger handling) experience would be an asset
- Excellent verbal and written communication skills
- Knowledge and understanding of rostering, manpower planning and allocation.
- Ability to work well under pressure; make quick decisions and execute
- Must be able to work flexible hours including early morning, late night, weekends and public holidays as required.

All interested applicants are required to apply via

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