

Operations Control Center (OCC) Manager

Job Overview

Manage the Operations Control Center which is the nerve centre of daily operations responsible for a variety of critical business functions, such as:

- Managing flight systems and flight schedules
- Resource pre-allocation and live allocation
- Capturing services for billing purposes
- Hub for internal and external communication
- Coordinating company responses to local incidents
- Managing accountable delays
- Control and tracking of overtime hours
- Collating and managing company KPI data
- Operational and business decision support

Job Requirements

Bachelor's degree in business management or equivalent

Prior experience in ground handling and/or aviation would be an asset

Excellent verbal and written communication skills

Excellent knowledge of IT tools (data analysis, tracking and reporting)

Excellent 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

Email: erlisianny.adelina@swissport.com

Unsuitable applicants will not be considered