

The Authority is a leader in providing quality, safe, secure, sustainable and affordable air transportation services to the airport's customers and communities and be a driver of economic growth within Canada's Capital Region.

The Operations and Infrastructure team is accepting applications for a **Communications Coordinator – Airport Operations Coordination Centre (AOCC)**.

Reporting to the Manager AOCC, the successful candidate acts as the first point of contact for non-emergency facility and operational issues and is responsible for the long term planning of flight schedules with the applicable physical recourse (gates, counters and baggage devices) based on the attributes of each flight, including monitoring / auctioning various social media applications on a year-round 19/7 rotating shifts.

Essential functions:

Call Management / Administrative

Acts as the first point of contact for facility and operational issues by:

- Call screening and prioritization;
- Receiving communications, evaluating the issues, troubleshooting, recording data in various dispatch software and/or the AOCC daily log;
- Dispatching calls to the relevant trades or operational responders based on priorities and following up on the status and progress of these calls;
- Managing incoming and outgoing mail for AOCC staff;
- Coordinating the availability and booking of AEOC for both Airport Authority staff and external clients;
- Responsible for ensuring adequate levels of general office supplies for the AOCC;
- Disseminating Work Permit requirements while ensuring that a detailed log is retained and the necessary stakeholders are notified of the proposed work;
- Keeping abreast of facility/operational interruptions and likewise communicates this information to stakeholders;
- Dispatching communications (Fan Out calls);
- Maintaining a clear and concise daily log of problem/potential problem events affecting daily operations and elevating concerns as necessary to AOCC or Authority personnel;
- Assisting in the monitoring of the operations systems (i.e. Lightning Detection System, Baggage Handling System, etc.);
- Producing and disseminating reports (ad hoc, Webpax, Charter Matrix, etc.), presentations, bulletins, etc.;
- Monitoring the Authority's social media platforms, namely Twitter and Facebook, under the direction of the Operations Manager, in a timely fashion proactively informing audiences of operational matters that may impact the public / travelling public and responding to general operational inquiries via the appropriate social media platform;
- Monitoring the same social media platforms for brand-affecting issues and trends and escalating within the Authority as needed;
- Ensuring that all clients are provided with outstanding customer service; and
- Participating in special projects as requested.

Aircraft Gate Management

Coordinates the long term planning of inbound and outbound commercial flights with the applicable physical recourse (gates, counters and baggage devices):

- Planning long range air carrier gating requirements at YOW;
- Identifying associated resource issues (i.e. gate capacity, passenger flow analysis, etc.); and
- Assisting in the ongoing development of AOCC operational procedures.

The successful candidate will be able to read building layouts. He/she must be able to multi-task and make sound proactive and reactive decisions during times of operational change. The successful candidate must be able to assess and establish priorities and give a high degree of attention to detail. He/she must be self-motivated and flexible and be able to work both independently and as part of a team. The successful candidate must be able to demonstrate excellent customer service skills, interpersonal skills, good judgment, and discretion. These abilities, as well as a professional, positive attitude will ensure success in building positive working relationships in a team environment.

Qualifications for this position include:

- Minimum two (2) years' experience in call management, customer service and/or general office administration;
- Knowledge of airport operations and aircraft gate planning;
- Proficient in understanding and use of social media platforms, specifically Twitter and Facebook;
- Fully conversant with MS Office software (Outlook, Word, and Excel);
- Effective written communication skills in English and French;
- Bilingualism (English and French); and
- Possession of a Radio Operator's Certificate will be considered as an asset.

Candidates must be in possession of a valid driver's licence (Class G or equivalent) along with a driver's abstract (issued within the last month) and must successfully complete a security clearance check for an Airport Restricted Area Identification Card (RAIC), processed at YOW.

Interested candidates should forward their résumé by April 13, 2018, to work4us@yow.ca.

We thank all applicants; however only those selected for an interview will be contacted.

The Ottawa Airport Authority is committed to the principles of Employment Equity and to achieving a workforce that is representative of the diversity of the Canadian population. We strongly encourage candidates to self-identify if they are a person with a disability, an Aboriginal person or a member of a visible minority group.