



ASL AIRLINES BELGIUM IS LOOKING FOR

1 OCC DUTY MANAGER

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JOB TITLE **OCC Duty Manager**
DEPARTMENT **Operation Control Center**
LOCATION **Liège Airport Site**
REFERENCE CODE **ASLB18-092**

Purpose of the job

- To ensure ASLB and their organizations provide their customers (FedEx, DHL, NATO, ASLB Charters or any other customers) with the contracted services in an efficient and safe manner.
- To monitor performance, be alert to and report potential issues, address and close occurrences reported
- To manage the day to day operations of ASLB airline whilst being on shift to enable the company to achieve and maintain its objective of providing the most reliable and efficient airline operations to its customers.
- To ensure that ASLB assets are operated in a safe environment and in compliance with the company procedures and applicable regulations
- To control, prepare, communicate and report ASLB flight operations activities, resulting in improved service, productivity, people and customer results.
- To ensure harmonized operating procedures amongst the different airline departments present in the OCC function (crewing, flight dispatch and maintenance)

Key activities

ASLB Operational Control and Performance

- To follow up with stakeholders (Maintenance & Engineering, Crewing, Dispatch) on all daily and structural issues in order to ensure that ASLB's customers (FedEx, DHL, NATO, ASLB Charters or any other customers) operates in a safe manner and to service standards set.
- To be responsible for the communication and coordination of all day to day operational activities and contingencies of ASLB towards all their customers.
- To ensure customers are aware of ad hoc issues and restrictions which were not published as part of the flight schedules of ASLB.
- To communicate with ASLB's customers daily on the ASLB flights activities, to ensure network coverage and to address any issues to concerned parties to maintain the service.
- To ensure that issues do not reoccur through getting feedback from all involved parties, analyse the issue by taking an objective view on the problem; amend procedures when required and address party at fault accordingly.
- To ensure that procedures and requirements for investigation into accidents and incidents are complied with and documented.
- To be liaison between all customers operations and ASLB departments.
- To represent ASLB OCC in performance review meetings with Maintenance & Engineering, Dispatch, Crewing and Ground Operations.
- To ensure that all jump seat requests are processed on time.
- To be responsible for correct entry of all data elements to the Advance Passenger Information System (APIS) as established by U.S. Customs and Border Protection.
- To be responsible as the final decision maker in the day to day ASLB air operations that prior to a flight release, all legal, regulatory and operational requirements are fulfilled.
- To coordinate all actions and initiatives in order to optimize ASLB Air operations.
- To be responsible for the coordination of published ASLB flights ensuring correct operation complement and compliance with regulatory, industrial and company requirements.

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- To be responsible for proactive assessment of available resources during disruption and implementation of legal recovery plans in accordance with regulatory and company policies.
- To ensure management are constantly aware of ASLB Air operations by exception.
- To ensure that escalation procedures and contingency planning of ASLB air operations are in place.
- To coordinate escalation procedures and contingency plans as necessary in order to demonstrate absolute control of ASLB Air operations and performance.
- To be responsible for the correctness of the data introduced on the company flight operations system

People management

To lead, motivate and empower employees through example, effective & open communication, regular performance feedback in order to maximize customer satisfaction, employee satisfaction and team productivity.

Effective Communication

- To create a positive and collaborative team environment by setting and regularly reviewing the achievement of team goals.
- To ensure effective dissemination of relevant information to employees or subcontractors – where appropriate and allowed, especially information related to internal and external customer (dis)satisfaction.
- To communicate daily service issues to the team by proactively exchanging information.
- To promote the corporate values through active participation in the corporate initiatives.

Coaching and Performance Management

- To ensure coaching and feedback is focused on the key accountabilities of customer satisfaction, operations procedures and business results.
- To provide immediate feedback to employees in order to act upon learning opportunities following operational exceptions or discrepancies or other incidents.
- To encourage employees to take ownership of customer satisfaction and to utilize their Service Recovery empowerment.

Employee Development

- To ensure with department manager that training and development plans are in place for every employee and are complied with.
- To support the company operations leadership development and succession planning programs by actively identifying the high potentials.

Resource management

- To monitor effectiveness of equipment and report problems to the Operation Director.
- To balance capacity of resources and set timeframes to successfully complete the operations process steps.

Contribution to Departmental Strategy

To contribute, from the perspective of the OCC, to the formulation and execution of the departmental strategy in order to ensure the accomplishment of the departmental objectives in an integrative manner.

ASLB OCC Department tactical plan

- To formulate and execute tactical plans for the OCC in alignment with the departmental strategy, ensuring continuous improvement of quality, and service at minimum cost.
- To ensure Air Cargo Sales and Global Account Management are aware of excess network capacity in order to maximize short term revenue opportunities and to develop new business

Realising Operational Plan

- To monitor actual performance in terms of quality and service and where necessary take corrective actions to ensure the implementation of the tactical plan.

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Air Network Constrains Database

- To ensure that all Air Network constraints are recorded, understood and maintained in a model for effective use in the day to day, weekly/monthly/quarterly distribution and budget process.

Communication

- To promote and ensure a good-working relationship between the ASLB Control Centre and the other departments in order to maximize co-operation.
- To promote and ensure a good-working relationship between the ASLB Control Centre and other ASL Aviation Control Centers

Customer Experience

- At anytime and anywhere, to perform the activities and display the behaviours that are expected to deliver a distinctive Customer Experience.

Preferred experience/knowledge

- Bachelor level and preferably training in an Airline company or 3 years' experience as Controller within ASLB OCC.
- Leadership & coaching courses and qualifications or equivalent by experience.
- International express or logistics or aviation industry background.
- Minimum of 8-10 years' experience within a major airline environment, preferably Flight Operations.
- One-year experience in managing a team.
- Extensive understanding of the ASLB Global Air Network & Global Line haul Networks.
- Organizational awareness (structure and products and services).
- Understanding of communication requirements in a multi-cultural environment.
- Knowledge of obtaining runway slots and overflight clearances.
- Pass successfully the FOO tailored training course from ASLB.
- Ability to work on own initiative in a deadline-driven environment.
- Ability to manage multiple assignments while keeping the helicopter view to monitor the flight & freight operations.
- Good communication capability both internally and externally, verbal & written.
- Being computer literate, with extensive knowledge of Windows applications.
- Fluent use of written and spoken English
- To display a positive, open and cooperative behaviour in order to facilitate a good relationship inside and outside the department, avoid and help to solve conflicts.
- To be rigorous, precise, well organized, solution orientated, proactive, etc

Contract type

- Undetermined period contract – Work in shifts
- High demand for personal flexibility and operational stress management.
- Day & Night / Including Saturdays, Sundays and bank holidays (H24 / 7 days a week).

How to apply

Please send your CV and your motivation letter via our job portal <http://jobs.aslairlines.be/> and indicate the reference code in the subject of your motivation letter.