Job Description

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Job Title
Officer: Operational Scheduler

Job Location
Zanzibar City

Category
-

Job Type
Full Time

Job level
Intermediate

Industry
-

Open to Expatriates
Only Open to Tanzanian Nationals

Minimum Requirements

Min Budget
-

Max Budget
-

Primary Industry
-

Secondary Industry
-

Primary Category
-

Secondary Category
-

Certificate
-

Qualification
-

Summary

The Officer: Operational Scheduler will be responsible for delivering accurate public announcements, managing operational scheduling, and monitoring CCTV surveillance to ensure timely communication, efficient airport resource allocation, and security oversight across the airport.

Responsibilities

- Public Announcement Delivery: Broadcast clear, accurate, and timely announcements for flights, operational updates, and passenger information.
- Flight Information Broadcasting: Communicate boarding calls, delays, gate changes, and other flight-related updates in coordination with AOCC and operations teams.
- Emergency Communication: Execute emergency announcements according to airport procedures and AOCC instructions.
- Operational Scheduling: Plan and maintain allocations of airport resources such as stands, gates, and check-in counters based on flight schedules.
- Schedule Data Management (AODB & RMS): Process, validate, and update operational schedule data to ensure accurate integration across operational systems.
- CCTV Surveillance Monitoring: Monitor CCTV systems continuously to detect incidents, security threats, or irregular activities across airport areas.
- Incident Detection and Reporting: Identify and report incidents immediately to supervisors and relevant security teams for action.
- Coordination with Stakeholders: Liaise with AOCC, terminal operations, airlines, and security teams to ensure operational and informational alignment.
- Documentation and Reporting: Maintain records of announcements, scheduling allocations, and CCTV monitoring logs accurately.
- Compliance with Protocols: Adhere to communication, operational, and security protocols, ensuring consistent quality, accuracy, and safety.

Education & Qualifications

- Diploma in Aviation Management, Communication, Security, or related field

- Training in PA systems, SSIM/operations scheduling, or CCTV operations is an added advantage.

Requirements

- 2–5 years' experience in airport operations, control room, communication, or security monitoring roles.
- Experience in airport AOCC, airline scheduling, or control room operations

Characteristics

- Proficiency in both English and Swahili
- Public address systems
- Flight information and scheduling systems (AODB, RMS, FIDS)
- CCTV monitoring and system operation
- Attention to detail
- Alertness and vigilance
- Clear communication and professionalism
- Coordination with AOCC, operations, and security teams
- Ability to escalate issues appropriately

Reporting To

Supervisor: AOCC

Driving Licence

Not Required

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