GARDAWORLD
Careers

Line Lead

Reference	1192845500
Work locations	Goose Bay (Newfoundland, Canada)
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The position

Reporting to the Duty Manager, the Line Lead are senior member of the screening operation at airports where there is no dedicated Service Delivery Manager (SDM) as in the majority of Per Shift Airports (Grouping C Airports). The Line Lead serves as the point of escalation for operational issues and provides operational oversight during screening operations. Sector officials are responsible for maintaining certification, meeting training obligations and ensuring the effective and efficient delivery of control services.

Key Responsibilities

- Provide operational oversight during screening operations, ensuring compliance with CATSA SOPs and local airport regulations.
- Escalate operational and communicate operational concerns to management and CATSA designates. Operational concerns may include but are not limited to critical incidents, equipment failures, staffing concerns etc.
- Ensure Screening Officers maintain GardaWorld and CATSA Training/Certification requirements.
- Coordinate and assign additional tasks, as delegated by management.
- Work with screening staff, CATSA representatives and other stakeholders to optimize screening processes and address operational challenges.
- Keep accurate records, including incident reports, operational records and any other required documentation, as specified by the pre-screening contractor.
- Continuous Improvement: Identify opportunities for process improvement and efficiency improvement and provide feedback on screening procedures and protocols to the screening contractor and CATSA.

Qualifications and Requirements

- Previous experience in control operations, preferably in a leadership or high level position.
- Must be able to obtain and maintain Transport Canada's safety clearance and the designation of Transport Canada's screening officer.
- Excellent communication and interpersonal skills to effectively coordinate with control staff and stakeholders.
- Ability to work under pressure and maintain calm in fast-paced environments.
- Flexibility to adapt to changing priorities and working hours, including irregular shifts.
- Candidates the role requires a high school diploma, GED, or equivalent certificate.
- No post-secondary education is required for this position.

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Knowledge, Skills, & Abilities

- Previous experience in control operations, preferably in a leadership or high level position.
- In-depth knowledge of CATSA's control regulations, procedures and guidelines.
- Strong problem-solving and decision-making skills, with the ability to meet operational challenges and increase levels.
- Excellent communication and interpersonal skills to effectively coordinate with control staff and stakeholders.
- Ability to work under pressure and maintain calm in fast-paced environments.
- Flexibility to adapt to changing priorities and working hours, including irregular shifts.
- Commitment to maintain certification and to meet training requirements in line with CATSA requirements.
- Maintain and implement knowledge of all applicable standard operating procedures
- Strong customer service skills.
- Works well as a team.
- Ability to demonstrate a high level of professionalism, tact and diplomacy
- Strong integrity and capacity to follow the guidelines
- Knowledge and/or real interest in aviation security

Competencies

- Technical: operating the equipment as per the air security standard operating protocols (SOP). Must operate at a high level of effectiveness and proficiency to ensure strict adherence to the SOPs. Recognizing and responding promptly and knowingly if a threat is detected or suspected. Must ensure vigilance to stay up to date on all SOP.
- Communication: The ability to communicate clearly, along with actively listen. Must be able to relay information effectively and efficiently to passengers and coworkers.
- Interpersonal skills: must be able to maintain a calm, polite and professional behaviour in potentially stressful encounters. Teamwork with coworkers is critical. Develop positive relationships with internal and external clients, gaining their trust and respect.
- Vigilance: the ability to be alert and focused throughout the shift. Excellent observation skills to notice any irregularity or suspicious activity.
- Critical thinking: to make decisions quickly, sometimes with incomplete information. Must be able to respond appropriately, critically and independently to various security-related situations.

Working Conditions

- Physical requirements include, but are not limited to, standing for long periods of time, lifting, training or firing baggage or other items, bending, squatting, squatting and knee.
- Ability to identify colour, shapes, shapes and characteristics (e.g. X-ray images).
- Flexibility of movement: moderate lifting, pull or push of bags and other items weighing up to 25 kilograms.
- Manual dexterity is required to use safety instruments and equipment for control.
- You must reach above the shoulder and below the shoulder.
- Research and screening may include physical interactions with individuals (e.g., physical searches of individuals).
- Depending on certification and deployment, work outside under various conditions during the year for short periods.
- Work on a fixed schedule during operating hours (e.g. morning, afternoon, evening, night), including possible weekends and holidays. Travel is not always flexible and varies from airport to airport.

Employment Details

- Employment Type: Permanent
- Locations : Goose Bay - YYR

AVATL

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