

Job Description

Job Title:	Ground Transport Officer	Job Category:	Commercial Services
Department/Group:	Facilities & Projects	Job Code/ Req#:	33
Location:	ORIA	Travel Required:	No
Level/Salary Range:	Grade 1	Position Type:	Full-Time
Job Holder:			

Job Purpose

To implement and enforce policies and procedures relating to the operation of ground transport and vehicular traffic controls at the Owen Roberts International Airport. To provide customer service support in accordance with CIAA Vision Statement.

Dimensions

Reporting to the Ground Transport Supervisor, the post-holder functions as part of a team whose primary responsibilities are to ensure the proper functioning of the revenue and staff parking lots and all related service provision; provide dispatch services for ground transportation and process resulting data; the collection of baggage carts and to conduct functions to ensure a safe and orderly flow of vehicular traffic including removal of vehicles in violation of the no parking policies. The post requires working in outdoor and indoor environments on a shift basis, including nights, week-ends and holidays.

Role and Responsibilities

- Attending to parking facilities and services
- Provide assistance and customer service to patrons
- Dispatching ground transportation services to arriving passengers
- Monitoring roadways and enforcing CIAA curbside and parking policies
- Collection of baggage carts
- Collating and processing relevant statistical data on taxi and tour bus operations
- Conduct daily inventory of vehicles in each revenue parking lot
- Conduct basic trouble-shooting and minor repair to parking system as required
- Assisting in disaster preparedness and response activities, as required

Qualifications and Education Requirements

- Attending to parking facilities and services
- Provide assistance and customer service to patrons
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Preferred Skills

- Good communication skills
- Customer service focus
- Teamwork

Assignment & Planning of Work

Assignment of duties follows established policies and guidelines. Shift assignment is planned and allocated to each officer on duty by the Supervisor.

Supervision of Others

The post-holder does not supervise other staff but is responsible for exercising authority in controlling the orderly flow of traffic within revenue parking lots and other landside areas, and the orderly and efficient dispatch of arriving passengers to ground transport services. These roles require the display of authority in implementing CIAA policies in accordance with Airport Regulations, CIAA Employee Handbook, GTU Procedures Manual and other appropriate regulatory guidelines.

Other Working Relationships

The post-holder is expected to liaise with other persons and Units, especially the Security and Facilities departments, Airport Operations and parking equipment support service Contractor. The majority of the post-holder's responsibility involves dealing with members of the public. Post holder must possess excellent customer service skills and know how to accommodate difficult members of the public, passengers and/or ground transport operators.

Safety Responsibilities

The post holder has the following safety responsibilities:

- To comply with the relevant safety requirements and procedures outlined in the pertinent Aerodrome Manual and/or any Appendices thereof, including CIAA Safety Management Manual (SMM) and other duly approved Manuals, Safety Directives, and Safety Advisories.
- To apply system safety measures as required by safety management procedures and instructions.
- To advise the Chief Safety Officer of any safety occurrence or system failure and to identify and report any situation of potential risk or concern affecting system safety.
- Supporting safety audits as and when they occur.



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- Supporting safety investigations as and when they occur.
- Complete an approved ICAO/IATA/ACI SMS Course or attend CIAA SMS Training Course each calendar year.

Safety Training & Education

As per Section 4 .1 of the CIAA SMS Manual (Vol. 2)

Working Conditions

- Outdoors most times
- Irregular hours, on a shift basis

Reviewed and Agreed by Employee:		Date (dd/mm/yyyy):	
Approved By Supervisor:		Date (dd/mm/yyyy):	
Reviewed/Updated By HR:		Date (dd/mm/yyyy):	