



Bermuda Airport Authority

Job Description

Job Title	Air Traffic Control Services Manager
Reports to	Director Air Navigation Services
Reporting to this Position	Air Traffic Control Specialist Air Traffic Control Training Supervisor
Job Band	C
Section/Unit	Air Navigation Services / Air Traffic Control

Role Description
<p>Is responsible for the management and administration of daily Air Traffic Control (ATC) operations relating to the ATC section. This includes but is not limited to the following:</p> <ul style="list-style-type: none"> • The Quality Management System • The Aviation Safety Management System • Occupational Health and Safety • The Unit Training Plan • Effective human resource planning • The financial budget • Carrying out the duties of an ATC Examiner (as approved by the Bermuda Civil Aviation Authority) • Any other reasonable tasks assigned <p>In addition, carries out the operational duties of an Air Traffic Control Specialist and is responsible for providing air traffic services in a safe, orderly and expeditious manner to all arrivals, departures and over-flights operating within the designated Bermuda Class D Airspace in accordance with International Civil Aviation Regulations, the Bermuda Civil Aviation Authority and Bermuda Airport Authority regulations policies and procedures.</p>
Responsibilities include but are not limited to the following:
<p>1. Supervisory and on the Job Training Responsibilities</p> <p>1.1. As designated Controller-in-Charge, is responsible for planning, assigning and directing work and resolving problems of an operational nature.</p> <p>1.2. Leads and manages the day to day activities of the section and ensures that the established goals and objectives are achieved. Provides advice, leadership and guidance to staff under supervision. Ensures that staff are aware of the relevant polices, administrative procedures, standards, legislation and regulatory requirements and that they adhere to them in the discharge of their duties.</p> <p>1.3. Works with the Director Human Resources HR on human resource activities of the section including interviews, recruitment of staff, orientation, training, advice and guidance, recommendations for promotion, performance management and disciplinary measures. Completes and ensures that annual appraisal and probationary reports are completed in a timely</p>

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manner and provides staff with feedback on their appraisals/reports so that, in cases where improvements in performance are necessary, corrective action can be taken.

- 1.4. Identifies training, development and staffing needs and makes recommendations to the Director Aviation Services. Also Ensures that certification and qualification records are kept up to date. This also includes providing training to employees who are undergoing facility rating training, and employees undergoing review training; monitoring performance, appraising performance; reporting progress to the Director Air Navigation Services.

2. Air Traffic Control

- 2.1. Monitors and regulates ground and air traffic.
- 2.2. Communicates with arriving and departing aircraft and issues arrival, departure and taxiing instructions to control aircraft arriving and departing from the L.F. Wade International Airport.
- 2.3. Provides an advisory service to aircraft, vehicles and equipment operating on airport aprons. Controls vehicular traffic and equipment on the airfield using UHF radio equipment. Provides other pertinent information to aircraft and vehicle traffic, as necessary.
- 2.4. Transfers control of departing air traffic to and accepts control of arriving air traffic from the New York Air Route Traffic Control Centre (NYARTCC). Controls air traffic within a designated airspace and beyond when authorized by NYARTCC.
- 2.5. Receives departure flight plans and flight progress strips via the Flight Data Input/Output (FDIO) equipment. Transmits departure flight plans verbatim to pilots.
- 2.6. Provides Air Traffic Services (ATS) to aircraft flying under Instrument Flight Rules (IFR), Visual Flight Rules (VFR), and Special VFR.
- 2.7. Maintains an up to date awareness of all regulations, directives and notices associated with the provision of Air Traffic Control services at L.F. Wade International Airport.
- 2.8. Provides other Air Traffic Control related duties as assigned.

3. Emergency Response

- 3.1. Notifies Airport emergency services and other designated personnel when traffic is experiencing ground or in-flight emergencies. Coordinates operations and information with designated agencies as required.
- 3.2. Notifies Airport emergency services and other designated personnel of the occurrence of any other associated emergency. Coordinates operations and information with designated agencies as required.
- 3.3. Responds to requests for assistance using established emergency procedures.



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3.4. Response to overnight pager callouts (for emergencies/diversions).

4. Operation of Equipment

4.1. Operates a Tower Voice Communication Switch (VCS) system and back-up radio systems to communicate by radio transmission to aircraft and by telephone line to other designated agencies.

4.2. Operates a Trunk Radio system to communicate with vehicle operators.

4.3. Operates the Airfield Lighting System in accordance with established procedures according to daylight and weather criteria.

4.4. Maintains the status of all equipment associated with the operation of the Air Traffic Control Tower and notifies maintenance support services of any outages.

5. Recording and Reporting Information and Associated Duties

5.1. Maintains a written record of facility operations including all information received which may affect the control of air traffic. Provides a report of air traffic movements, operating incidents and aerodrome facilities status to the client and/or associated agencies.

5.2. Maintains a written record of actual times on duty whenever responsible for any air traffic control related operation.

5.3. Provides written statements relating to incidents, accidents or occurrences as required by the BCAA or other authorized agency, investigating any occurrence, incident or accident involving the provision of Air Traffic Services at L.F. Wade International Airport.

5.4. Carries out any other such reasonable duties within the general scope of the job function as requested by the Director Air Navigation Services.

Additional Info / Other Job Requirements

Physical Demands

- Must be physically fit as access the Air Traffic Control Tower is through the use a staircase to reach each of two levels, the upper staircase being in the form of a steep ladder with handrails. In addition, three steps link the two levels of the Tower Cab.
- While performing the duties and responsibilities of this job the employee is regularly required to use hands to finger, handle or feel; reach with hands and arms; speak or hear. The employee is frequently required to stand and sit. The employee is occasionally required to walk. Specific vision abilities required by this job include close vision, distance vision, colour vision, peripheral vision, depth perception and the ability to adjust focus. Additionally, the employee must meet specific physical qualifications as required by the Bermuda Civil Aviation Authority, to perform air traffic control duties.

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Environment

- While performing the duties of this job the employee is occasionally exposed to variations in temperature due to the overall construction of the facility. The noise level in the work environment is usually moderate.
- Due to the nature of the job and the fact that the job is recognized, by the Bermuda Government, as an Essential Service, employees are occasionally expected to attend work and carry out their duties in the Air Traffic Control Tower during adverse weather conditions including thunderstorms and high winds.

Hours of Work

- The Bermuda Air Traffic Control Tower operates daily from 0700 – 2300 hrs. Occasionally controllers are required to work outside these normal operating hours at the request of the client, and to respond to aircraft emergencies.
- Controllers work schedule is based on a rotating shift including, on occasion, working at weekends and on public holidays

Knowledge, skills and Experience:		
Criteria	Essential	Desirable or Preferred
Education / Qualifications	<ul style="list-style-type: none"> • Bermuda School Certificate or an equivalent qualification • A valid ICAO recognized air traffic control licence and an aerodrome control rating • A current ICAO Class III Medical Certificate (or the equivalent) • ICAO Level 6 English language proficiency rating. • Successful completion of a course in air traffic control Examiner and On-the-Job Training Instructor • Must maintain an Air Traffic Control Licence issued by the Bermuda Civil Aviation Authority • Must be able to obtain an Airport Restricted Airside Pass from Skyport 	<ul style="list-style-type: none"> • Successful completion of courses in air traffic control management and air traffic control training
Experience	<ul style="list-style-type: none"> • A minimum seven years of relevant experience as a licensed Aerodrome 	<ul style="list-style-type: none"> • Supervisory experience



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	<p>Controller, in addition to a minimum of two years of experience as a licensed Aerodrome Controller at Bermuda Air Traffic Control Tower.</p> <ul style="list-style-type: none"> • Experience as an ATC OJT Instructor or Training Specialist 	
<p>Skills / Abilities</p>	<ul style="list-style-type: none"> • Ability to understand and quickly analyse complex radar and computerised flight data and respond appropriately. • Concentration skills. Must be able to concentrate in a room where multiple conversations occur at once. • Ability to remain calm when under pressure – particularly when dealing with emergency situations. • Ability to make decisions quickly while under pressure. • Math skills. Must be able to do arithmetic accurately and quickly. May be required to compute speed, time, and distance problems, and recommend heading and altitude changes. • Excellent mathematical skills with the ability to add, subtract, multiply and divide in all units of measurement, using whole numbers, common fractions and decimals. • Ability to compute rate, ratio and percent and to draw and interpret information in graph form. • Organizational and delegation skills. Must be able to coordinate the actions of multiple flights. Must be able to prioritize tasks, as they may 	

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	<p>be required to guide several pilots at the same time.</p> <ul style="list-style-type: none"> • Strong problem-solving and decision-making skills. Must be able to understand complex situations, such as the impact of changing weather patterns on a plane’s flight path. Must be able to review important information and provide pilots with an appropriate solution. • Exceptional communication skills (written, verbal and listening). Must be able to give clear, concise instructions, listen carefully to pilot’s requests, and respond by speaking clearly. Must also be able to write routine reports and correspondence. • Ability to communicate effectively, either face to face, by telephone or by radio transmission, with customers, employees, associated agencies and members of the public. • Ability to work effectively in the English language; to read and interpret documents including safety rules, operating instructions and procedures manuals. • Excellent attention to detail with the ability to maintain thorough and accurate records. • Strong task and time management skills. • Ability to analyse information and draw conclusions. • Spatial awareness – the ability to mentally build a three-dimensional 	
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	<p>picture of where each aircraft is relative to the others and to foresee any potential conflicts is one of many characteristics an air traffic controller must possess.</p> <ul style="list-style-type: none"> • Simultaneous capacity – Must be able to multitask. Reading instruments, transmitting or receiving and writing simultaneously. • Excellent memory with the ability to remember both distant and recent events, even though these may be aided by memory joggers. • Visual-motor coordination with the ability to rely of visual-motor coordination for observing traffic and issuing instructions accordingly. • Ability to delegate and manage a variety of skillsets with confidence. • Ability to be aware of workplace diversity and understand the gaps and differences that exist. • Ability to define and identify conflict styles, causes, and methods for handling conflict. • Ability to train, advise staff and build their confidence and skills • Strong computer skills. Must be proficient with the use of technology, including radio and computer equipment. 	
<p>Knowledge</p>	<ul style="list-style-type: none"> • Knowledge and understanding of the work of an air traffic controller along with other aviation topics, such as weather and flight regulations. 	



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<p>Personal Attributes / Disposition/ Character /temperament</p>	<ul style="list-style-type: none"> • Reliable and trustworthy • Respect for authority and the rules. Must adhere to regulations, policies, procedures, etc., to maintain safety. • Self-motivated, independent thinker with a strong commitment to delivering high quality customer service • Strong interpersonal skills and an excellent team player • The ability to apply common sense understanding to carry out detailed written or oral instructions. • The ability to deal with problems, maintain situational awareness, and adjust to rapid changes involving the safe, expeditious and orderly flow of air traffic. 	
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Note: It may become reasonable and necessary to amend your job description and/or duties to meet the operational needs of the Authority. Should such an occasion arise, discussions will be held with you in advance of any changes.

MANAGER ACKNOWLEDGEMENT:

I, _____ acknowledge that I have reviewed this job description.
(Manager’s printed name)

Manager’s signature _____ Date _____

EMPLOYEE ACKNOWLEDGEMENT:

I, _____ acknowledge that I have reviewed this job description.
(Employee’s printed name)

Employee’s signature _____ Date _____