Our innovative and growing company is looking to fill the role of console operator. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for console operator

- Report trend analysis to the officer in charge
- Identify systems deficiencies and coordinate corrective action with customer advising of conflicts and possible resolutions
- Assist in recommending improved efficiencies that provide maximum utilization of the customer flight simulation device
- Maintain the simulator facility building so that safe operation of the simulator is not jeopardized
- Conform to the Flight Operating Procedure (FOP) annex and other policies to ensure compliance with all directives, regulations and manuals
- Perform housekeeping functions within the simulator, as required
- Perform other non-simulator related duties as assigned
- Incident resolution, escalation, follow up and logging
- Event management / facilitation
- Root cause and trending analysis

Qualifications for console operator

- One to two years of physical security, guard force, or alarm monitoring experience is preferred
- Experience with automated job scheduling tools would be a plus (CA7, Job-Track, Zeke, or other)
- Must have experience in a Customer Service environment

- Minimum of one year receptionist and/or switchboard experience preferred
- High School Diploma or Equivalent, 2 year degree preferred