

Job Title: Emergency Operations Center Controller (EOC Controller)

Location: Dover, Delaware

Employment: Full-Time

Utilizing flight following, intelligence analysis, and emergency response competencies, EOC Controllers monitor a large fleet of private, business, charter, and commercial aircraft for irregular operations, and help coordinate internal and external resources in the event of a response. EOC Controllers also monitor weather, airspace constraints, and social and news media for awareness of potential impacts on clients' flight operations. Controllers maintain regular communication with clients' dispatch and scheduling departments, and must be comfortable conversing with individuals at the chief pilot/director of aviation level. EOC Controllers serve a vital role in the analysis and dissemination of information while in support of high-risk flight operations and response activities. Controllers are also responsible for client account maintenance, fleet administration, and records keeping within the EOC. Further duties and responsibilities are listed below:

- Monitor aircraft for irregular operations which may precede, indicate, or cause a situation which requires activation of a client's Emergency Response Plan
- Analyze multiple sources of data for potential impacts on clients' operations
- Investigate flight data and software anomalies
- Establish and follow joint protocols with clients regarding communication and response procedures in the event of irregular operations, incidents, and accidents
- Provide remote support and role-playing for client drills and tabletops
- Maintain client account and fleet information
- Facilitate the efforts of Fireside's marketing, sales, and production teams

Qualifications

Education:

- Minimum of a High School Diploma
- Aircraft Dispatcher License, Air Traffic Control training, or Private Pilot's License with Instrument Rating
- 2-3 years' experience in aircraft scheduling or dispatching, air traffic control, or professional flight

Skills/Experience:

- Ability to work in a fast-paced and variable environment with shifting priorities
- Strong verbal and written communication skills
- Proficiency with Microsoft Office applications (Outlook, Word, Excel)

Preferred:

- Previous experience in emergency response or crisis management
- Previous experience in customer service, sales, marketing, or communications
- Proficiency with flight tracking software such as Flight Explorer Professional® or WSI Fusion™
- Proficiency with CRM/database management
- Familiarity with NIMS/ICS principles

To apply, please send your resume to gary.kasper@firesideteam.com with the subject line of XWEBEOC.