

## Supervisor – Operations Control Center Jobs In Sharjah | Dubai Careers

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#### About the job

**Job Description**# Control center supervisor explains the functions of the center and the mechanism of the AVM system to center's visitors in detail# Conduct necessary actions for the center's facilities maintenance in coordination and communication with relevant support departments and follow-up completion to make necessary procedures with concerns and follow up.# Quick respond to incoming calls on hotline related to Dubai Metro and Tram emergency cases, intelligent traffic systems and customer service (from the Dubai Police and external parties).# Prepare technical reports related to electronic surveillance system for the buses routes, Collate and analyse the significant statistics in this regard.# Supervise the implementation of security and safety requirements in the buses control centers and ensure all necessary tools presence.# Supervise the implementation of scenario plans in the case of Metro or Tram disruption and prepare necessary related reports.# Implement the escalation plan for the control center.# Direct response to complaints and suggestions received to the management regarding control center according to the specified time.# Prepare monthly shift schedules (Roster), follow up implementation and make necessary adjustments according to the public interest.# Ensure the implementation of control center internal circulars, adopted policies and methodologies by the center operators.# Follow up the daily buses routes performance indicators, follow up and measure the corrective plans and procedures taken on the target indicators percentage.# Ensure the presence of the entire data and updates in the AVM system according to the amending orders of the new service provided by

planning and business development department.# Ensure all operators understand and are aware of all internal circulars and control center's manual and ensure its implementation.# Prepare annual leave plans for the operators of control center# Prepare for section's meetings.# Follow up and ensure the performance of technical systems and devices in the control centers 24/7.# Apply the quality violations associated with the performance of bus drivers by the inspectors, stations controllers and depot supervisors .# Full supervision of operators during the daily workflow and ensure compliance to electronic surveillance of the buses routes and provide necessary actions to solve work constraints.# Distribute equally the work between operators as per the workload policy and human errors management , and take necessary actions towards operators faults.# Follow up applying the visitors entrance mechanism to enter the control centers, and inform them the necessary conditions in this regard.# Liaise with concerns in depot stations to ensure the presence of data or new updates on all buses.# Receive notes or complaints regarding the screens breakdowns RTPI or Inaccuracy of the information.# Prepare operational reports and statements (daily, weekly, monthly) for the performance indicators.# Supervise the control center evacuation plans implementation .# Train new operators and ensure they understand and accommodate them to work on the AVM system and monitor their performance.# Transfer to the alternative center in case the main center breakdown for any emergency reason and take necessary actions according to the operations center manual.# Prepare, follow, and implement field visits plans for the control center operators and work for providing suggestions to planning and business development management.

### Qualifications

Education# Bachelor / Higher Diploma in Business Administration or Information Technology with 0-2 years of experience from a recognized University, Or Diploma with minimum 2 years of experience, Law Or minimum 5 years of experience in relevant competencies needed

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