



POSITION: OPERATIONS CENTRE OPERATOR
LOCATION: LEWISTON, NY
DURATION: FULL-TIME (NON-UNION)
SHIFT WORK (**DAY, AFT, MID**)
SALARY: \$18.00 /hr
CLOSE DATE: Friday, July 26, 2024 at 4:00 PM

The Niagara Falls Bridge Commission (NFBC) owns and operates the Rainbow, Whirlpool Rapids (Lower) and Lewiston-Queenston Bridges.

WE OFFER A COMPETITIVE PENSION AND BENEFITS PACKAGE.

Including: ✓ *Health Insurance (family coverage)* ✓ *401k with Company match*
✓ *Shift Premiums* ✓ *Paid Training*

The Operations Centre Operator is responsible for monitoring security, plaza access, traffic conditions and responding to incidents, emergencies and equipment failures, rapidly and effectively. The Operations Centre Operator also provides a single point of contact for employees, inspection agencies, tenants and the public twenty-four (24) hours a day.

EDUCATION AND/OR EXPERIENCE

- Minimum High School Diploma or General Education Degree (GED) required.
- Preference will be given to those with education and/or experience in the security field.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Serves as the primary contact for the NFBC with employees, inspection agencies, tenants and the public.
2. Monitor and respond quickly and efficiently to incidents and/or security related concerns.
3. Responsible for authorizing, issuing permits and invoicing over dimensional loads that wish to cross the Lewiston-Queenston Bridge.
4. Monitor traffic conditions to ensure optimum traffic flow. Ensure lane control signage is in proper working order to ensure safe operation. Request additional lanes from Customs when appropriate.
5. Responsible for documenting all Maintenance and I.T. issues and dispatching the appropriate technician or maintenance personnel in a timely manner.
6. Responsible for documenting and distributing incident information to the appropriate individuals.
7. Assist with the development of traffic related reporting and statistics.
8. Responsible for preparing accurate shift reports and documenting all events during the course of the shift.
9. Monitor plaza access using an advanced security system to ensure the safety and security of employees, tenants and travelling public.
10. Other duties as assigned.

OTHER REQUIREMENTS:

- Must possess a clean, valid, driver's license.
- Physical examination, drug and alcohol testing (U.S only) and background check required.
- **Required to work shift work in a full 24/7 environment.**
- Must be able to cross border and obtain/maintain a security clearance.
- Must be capable and confident to take independent action.

- Must be able to work cooperatively with all departments, inspection agencies, tenants and transportation agencies.
- Additional tasks as requested by Department Supervisor.

COMPUTER SKILLS

To perform this job successfully, an individual should have a solid working knowledge of Microsoft Office applications such as, Word, Excel, Outlook and PowerPoint as well as the ability to quickly learn Commission specific software applications.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The Operations Centre Operator is required to work indoors. Works in an office environment with a shared work station and equipment. The noise level in the work environment is usually quiet. On occasion may be required to work outdoors on the toll plazas. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

APPLICATION INFORMATION

Please reply with reference number: **OCO-0726**, a detailed cover letter and resume prior to **Friday, July 26th, 2024 at 4:00 PM** to:

Administrator
Niagara Falls Bridge Commission
5365 Military Road
Lewiston, NY 14092
Fax (716) 205-0667

or e-mail employment@niagarafallsbridges.com

We thank all applicants for their interest but only those advancing through the selection process will be contacted.

EQUAL EMPLOYMENT OPPORTUNITY: *The Niagara Falls Bridge Commission does not discriminate in employment on the basis of race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, or other non-merit factor.*

ACCESSIBILITY NOTICE: *If you need a reasonable accommodation for any part of the employment process due to a disability, please send an email to: Employment@niagarafallsbridges.com or call (905) 354-5641 ext. 4122 / (716) 285-6322 ext. 4122. Reasonable accommodation requests will be considered on a case-by-case basis.*