

WORKFORCE SCHEDULING COORDINATOR

Job Description

Reporting To:	Human Resources Manager	
Division:	Human Resources	
Grade Level:	6.1	
Remuneration:	47,142.00 per annum	
Special Requirements:	N/A	
Employment Type:	Hours:	Location:
<input checked="" type="checkbox"/> Continuous Employment <input type="checkbox"/> Fixed Term Contract <input type="checkbox"/> Independent Contractor <input type="checkbox"/> Consultant <input type="checkbox"/> Intern	<input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time <input type="checkbox"/> Part-Time Shift <input type="checkbox"/> Casual/Flexible	<input checked="" type="checkbox"/> All Island <input type="checkbox"/> Providenciales <input type="checkbox"/> Grand Turk <input type="checkbox"/> Salt Cay <input type="checkbox"/> North and Middle Caicos <input type="checkbox"/> South Caicos

About The Turks and Caicos Islands Airports Authority

The Turks and Caicos Islands Airports Authority (TCIAA), established under the Airports Authority Act, is responsible for the development, operation, and management of airport infrastructure across the Turks and Caicos Islands.

TCIAA operates six airports and provides air navigation services within the territory’s low-level airspace. Our mission is to deliver world-class airport facilities and operations through excellence in safety, security, efficiency, innovation, and customer service—supporting the nation’s socio-economic development and growth.

About the role

The **Workforce Scheduling Coordinator** is responsible for the central planning and scheduling of staff work shifts and patterns across the Turks and Caicos Islands Airports Authority, with the aim of improving the assignment and allocation of human resources and reducing reliance on overtime. Working within the Human Resources Division, the post-holder develops and maintains staff rosters and shift schedules, coordinates day-to-day staffing and coverage in line with operational demand, and ensures that each department and location is appropriately and safely staffed at all times, including during irregular operations, contingency activations, and emergencies. While the role serves the entire Authority, in its first year the post-holder will focus on managing and developing an improved shift-scheduling programme for the Security and Maintenance Departments, which currently incur excessive

overtime. The role is pivotal to the safe, efficient, and cost-effective use of the Authority's workforce, and requires close, continuous coordination with operational departments, supervisors, and external stakeholders across all islands.

Responsibilities and Key Deliverables

Workforce Scheduling and Rostering

- Develop, publish, and maintain master rosters and shift schedules for operational and support functions across all the Authority's airports, ensuring that each location and function is staffed to the minimum levels required for safe and efficient operations.
- Build schedules that comply with applicable duty-time, rest-period, and fatigue-management requirements, with particular attention to high-overtime, shift-intensive functions such as Security and Maintenance, and to safety-critical functions including Aircraft Rescue and Fire Fighting (ARFF), and air navigation / air traffic services.
- Plan and track annual leave, sick leave, training release, and other absences, arranging timely relief and backfill to maintain continuity of operations.
- Manage shift swaps, overtime allocation, and callouts fairly and in line with Authority policy, maintaining accurate records of hours worked.

Staffing and Operational Coordination

- Serve as the central point of contact for the day-to-day deployment of staff and coordination of coverage in response to operational demand and emergencies.
- Monitor day-to-day operational demand across departments and adjust staffing and shift coverage accordingly.
- Liaise with department heads, supervisors, and other stakeholders to align staffing availability with the daily operating plan.
- Coordinate staffing escalations during irregular operations, weather events, emergencies, and contingency activations in accordance with the Authority's plans and procedures.

Systems, Records, and Reporting

- Maintain accurate scheduling, time-and-attendance, and roster and coverage records in the Authority's workforce management and operational systems.
- Produce daily, weekly, and monthly reports on staffing levels, coverage, overtime, absenteeism, and labour costs for management.
- Reconcile worked hours with payroll and provide supporting documentation to the Human Resources and Finance functions.
- Analyse trends and recommend improvements to rostering rules, staffing models, and resource utilisation to improve efficiency and reduce cost.

Communication, Safety, and Compliance

- Communicate schedules, changes, and staffing assignments clearly and promptly to staff and supervisors at all locations.
- Ensure all scheduling and staffing activity complies with the Authority's Safety Management System (SMS), security programme, standard operating procedures, employment policies, and applicable Turks and Caicos Islands regulations.
- Support business continuity by maintaining up-to-date contact lists, call-out trees, and on-call rosters.
- Maintain the confidentiality of employee, operational, and security information at all times.

Other Duties

- Perform any other related duties as reasonably assigned by the Manager, Human Resources or designate.

Key Competencies

- Planning and organising
- Attention to detail and accuracy
- Communication and collaboration
- Problem-solving and sound judgement
- Adaptability and resilience under pressure
- Customer and stakeholder focus
- Teamwork and dependability
- Integrity and confidentiality

Qualifications and Experience

Education:

- A minimum of five (5) CXC / CSEC or GCE O'Level passes, or the equivalent including English Language and Mathematics.
- An Associate's Degree or higher in Business Administration, Human Resources Management, Operations Management, Logistics, Aviation Management, or a related discipline is preferred, or an equivalent combination of education and experience.

Experience:

- A minimum of three (3) years' experience in workforce scheduling, rostering, dispatch, operations coordination, or a comparable role, preferably within aviation, transportation, logistics, emergency services, or another 24/7 shift-based operation.
- Demonstrated experience coordinating staff and resources across multiple teams, departments, or sites.
- Experience using scheduling / rostering, time-and-attendance, or workforce management software.
- Experience analysing staffing and overtime data and redesigning shift patterns or rosters to reduce overtime and labour costs is preferred.

Core Skills:

- Strong planning, organisational, and time-management skills, with the ability to manage competing priorities under pressure.
- Excellent numeracy and a high level of accuracy and attention to detail.
- Strong analytical skills, including the ability to interpret workforce and overtime data and to model alternative shift patterns that improve coverage and reduce cost.
- Strong written and verbal communication and interpersonal skills.
- Sound problem-solving and decision-making ability, particularly in time-critical situations.
- Proficiency in Microsoft Office (Excel, Word, and Outlook) and the aptitude to learn specialised operational systems.
- Ability to handle confidential and sensitive information with discretion.

Knowledge and Certifications:

- Knowledge of workforce scheduling principles, shift-pattern design, and fatigue / duty-time management.
- An understanding of airport operations and the 24/7 operational environment is a distinct asset.

- Familiarity with Turks and Caicos Islands labour and employment legislation and good human-resources practice is an asset.
- Relevant certification in scheduling, project or operations coordination, or aviation operations is desirable.

Working Conditions

- Based primarily in an operations / control-centre or office environment, with travel to airport sites across the islands as required.
- Primarily works standard business hours, with the flexibility to work early mornings, evenings, weekends, and public holidays as required to plan, publish, and oversee shift coverage, and to be available on-call to respond to operational needs and emergencies.
- May be required to work extended hours during irregular operations, contingency activations, and emergencies.
- The role involves prolonged periods of computer and telephone work in a fast-paced, time-sensitive environment.

Why Join TCIAA?

- Be part of a critical national infrastructure organisation.
- Contribute directly to the safety and efficiency of airport operations.
- Access opportunities for technical training and professional development.
- Work in a dynamic, team-oriented, and safety-focused environment.

Benefits

- Mobile Phone and Plan
- Mandatory Participation in Private Medical Insurance (with Life Policy included)
- Optional Participation in Employee Savings Programme
- TCIG Public Sector Employee Pension Scheme
- Training and Certification Opportunities as approved

Application Requirements

- **Cover letter**
- **Resume**
- **Two (2) professional references attesting to character and competency**
- **Enhanced police record**
- **Proof of status**

No later than July 17, 2026, to:

Human Resources Manager
Turks and Caicos Islands Airports Authority
Walter E. Cox Administration Building
Howard Hamilton International Airport
Telephone# 649-946-4420 / 649-338-5420, Fax# 9415996. Email: hrrecruitment@tciairports.tc