

# Operations Support Supervisor

Job ID  
REQ-10043059  
Mar 14, 2025  
Switzerland

## Summary

Location: Basel, Switzerland

About the role:

The purpose of the Operations Support Supervisor role is to effectively manage the connection between the Flight Department Team and the external service provider, ensuring robust supervision of all related flight planning functions, along with a focus on administrative duties such as invoice management in accordance with the P2P process and the management of the annual budget by controlling costs on a monthly basis. This position will focus on supervising the vendor in its flight planning, flight support, briefings, in-flight monitoring. Furthermore, this function coordinates the information exchange between the flight crew, the external vendor, the booking agents, and all internal departments.

## About the Role

### Key Responsibilities:

- Supervise the external service provider in the process of flight preparation, planning, support, and in-flight monitoring to ensure safety, compliance and efficiency.
- Mediating as the critical link between the flight crew, all internal departments, the external service providers, and all booking agents.
- Coordinating with the booking agents and certifying proper processing of all flight requests via the designated booking tool.
- Establishing smooth coordination and communication with all departments.
- Coordinate frequent Audits with the external service provider in collaboration with the Aviation Compliance Manager.
- Manage the administrative duties such as invoice management in accordance with the P2P process to ensure the smooth flow of financial transactions.
- Handle the management of the annual budget by controlling costs on a monthly basis, ensuring an efficient allocation and utilization of resources.

### Essential Requirements:

- Proven experience in the aviation industry, preferably OPS planning and ground operations management.
- Flight Dispatch License (preferred).
- Excellent organizational skills and attention to detail.
- Excellent written and verbal communication capabilities.
- Proven leadership skills, with experience in a supervisory role.

- Administrative management skills, especially in invoice management and budget control.

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Division

Corporate

Business Unit

Corporate

Location

Switzerland

Site

Basel (City)

Company / Legal Entity

C071 (FCRS = CH071) Japat AG

Alternative Location 1

Basel (Land), Switzerland

Alternative Location 2

Geneva, Switzerland

Alternative Location 3

Zurich, Switzerland

Functional Area

Technology Transformation

Job Type

Full time  
Employment Type  
Regular  
Shift Work  
No  
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