

Job Title: Emergency Operations Center (EOC) Controller

Location: Dover, Delaware

Employment: Full-Time (on-site)

Purpose of Position: As an EOC Controller (Flight Monitoring Specialist), you will guide and support aviation clients experiencing critical events and emergencies and coordinate Fireside Partners' emergency response activities. While not responding to emergencies, your primary role will be monitoring a large fleet of aircraft and marine vessels for emergencies and service disruptions. You will also research and analyze briefings, news reports, social media platforms, and other data sources for potential impacts on clients' operations. Finally, you will assist clients with general requests and service inquiries and support Fireside Partners' Air-SOS, HELP Team, Effects Management Center, and Production personnel.

### Specific Responsibilities:

- Monitor the status of flights from the point of origin to the destination, identify parameter exceedance events, and take appropriate action to notify clients and minimize further negative impacts.
- Monitor and analyze various briefings, news reports, social media platforms
- Coordinate Fireside's emergency response activities
- Support on-scene responders, including Air-SOS Program Personnel, HELP Team Members, Effects Management
- Professionally coach and support various levels of client management
- Conduct client onboardings and service reviews
- Maintain and update business profiles, operational references, and other business-related records
- Facilitate sales, training, and technical writing teams' efforts
- Occasional shiftwork, including rotational coverage of overnight shifts, weekends, and holidays.

### Required Skills and Experience

- Experience in civil, commercial, or military aviation operations
- Ability to work in a fast-paced and variable environment with shifting priorities
- Keen attention to detail
- Strong verbal and written communication skills
- Effective analytical and problem-solving skills
- Proficiency with Microsoft Office applications (Teams, Outlook, Word, Excel)

### Preferred Skills and Experience

- Licensure or certification as a pilot, aircraft dispatcher, or air traffic controller
- Experience or education in emergency and/or crisis management



- Working knowledge of regulations and standards governing civil and commercial aviation
- Proficient at interpreting aviation weather reports, NOTAMs, advisories, etc.
- NIMS ICS 100/200 and IS 700/800 certified
- Previous experience in customer service, account management, or technical support

## Education

- Minimum of a High School Diploma

## To Apply

Send a copy of your resume to [gary.kasper@firesideteam.com](mailto:gary.kasper@firesideteam.com) with the subject line of XWEBEOC.