

ROYAL GOVERNMENT OF BHUTAN
ROYAL CIVIL SERVICE COMMISSION

JOB DESCRIPTION

1. JOB IDENTIFICATION

- 1.1 Position Title:** **Communication Assistant (Operator) II**
- 1.2 Position Level:** **S2**
- 1.3 Major Group:** **Transportation and Aviation Services Group**
- 1.4 Sub-Group:** **Aviation Communication and Navigation Services**
- 1.5 Job Code No:** **19.810.04**
- 1.6 Job Location (*Complete as appropriate*):** **Department of Civil Aviation,
Headquarters**
Ministry: Ministry of Communications. Department: Civil Aviation
Division: Section: Comm /Nav-aids Unit:
- 1.7 Title of First Level Supervisor (*Official title of the Supervisor*):**
Communication Assistant I
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- 2. PURPOSE, DUTIES & RESPONSIBILITIES** (*Describe the main duties and responsibilities, indicating what is done and how it is done. Duties should be presented in decreasing order of percentage of time spent on them, or in order of relative importance*):

Purpose: Carry out operation of AFTN, Radio telephonic and dissemination of flight safety messages.

SI No	Duties and Responsibilities	% of Time
I	Communication Operation Services	
I.1	Assist the operation of AFTN messages switching and	30

	disseminations, maintain records of the incoming and out going messages;	
I.2	Assist in switching on and off of Air Traffic Control facilities (ATC) and Navigational aids equipment during flight operation and maintain records of the systems status.	30
I.3	Provide operational support work to the immediate supervisor, on flight information, flight dispatch, flight movement for safe and orderly conduct of air operations.	20
I.4	Carry out inter office/ section operational related works and deliver messages as required to concern officials on flight plans and timings.	20

3. KNOWLEDGE & SKILLS REQUIRMENTS: *Minimum requirement for performance of work describe:*

3.1 Education: Royal Bhutan Technical Institute passed out in electrical and electronic subjects.

3.2 Training:

- Basic course on communication operations;
- Basic Course on Radio/ Telephonic operations

3.3 Length and type of practical experience required: Entry

3.4 Knowledge of language(s) and other specialized requirements:

- Have a good command of the English language , both in written and spoken ;
- Knowledge on Radio Telephonic Communications;
- Have good computer literacy.

4. COMPLEXITY OF WORK: *Describe the intricacy of tasks, steps process or methods involved in work, difficulty and originality involved in work.*

He/she should have adequate knowledge on electronic communication and operations of Aeronautical Fixed Telecommunication Net works (AFTN), Knowledge on HF Voice communication operations. Able to communicate over “Morse code”, be able to operate computer related message switching systems, and have sound knowledge on electronic networking systems.

5. **SCOPE & EFFECT OF WORK:** *Describe the purpose, breath of work performance, and the effect the work has on the work of others or the functions of the organization*

Work facilitates to provide information to pilot and ground personnel for the conduct of safe air transport operations. The message handled relates to messages on flight departure, arrival, weather information, airport information, passenger information and flight position.

6. **INSTRUCTION AND GUIDELINES AVILIAABLE:**

- 6.1 **Instruction:** *Describe controls exercised over the work by the Superior; how work is assigned, reviewed and evaluated.*

Under direct supervision

In the conduct of flight messages, the incumbent receives supervisory instructions to insure that the task is carried in a very efficient manner so that the safety of flight operations is not compromised.

- 6.2 **Guidelines:** *Indicate which written or unwritten guidelines are available, and the extent to which the employees may interpret, adapt or devise new guidelines.*

Works under the close supervision of supervisor.

Guidelines available are working procedures laid for the purpose of systems functioning. Unlike the normal administration System, this position is of safety conscious requires strict technical compliance.

7. **WORK RELATIONSHIPS:** *Indicate the frequency, nature and purpose of contacts with others within and outside the assigned organization (other than contacts with superiors):*

Assist to Coordinate with internal office service provider like Air Traffic Control Officer, Meteorological Officer for equipment operational timing and liaise with the operational staff for providing efficient and adequate service.

8. **SUPERVISION OVER OTHERS:** *Describe responsibility for supervision of other employees, including the nature of supervisory responsibilities and classification and number of subordinates.*

Receives supervision on cares and precaution against the incumbent, man machine care and accident, and work conduct systems.

9. **JOB ENVIROMENT:** *Describe physical exercise required, such as walking standing, lifting objects, etc., and /or any risk or discomforts such as exposure to chemicals, climbing to heights, extreme weather conditions, or other severe discomforts*

Aeronautical Communication operations tasks includes that of receiving, screening, sending and dispatching relevant messages for the safety of air navigation and for the regular, efficient and economical operation of sir services.