

AIRPORT OPERATIONS SPECIALIST

GENERAL STATEMENT OF DUTIES: Provides a variety of operational support services for the airport operations center, airfield and terminal facilities; performs related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class provides a full-scope of operational airfield and terminal related services including safety and security inspections, responding to and documenting medical emergencies, airfield and aircraft incidents, snow removal assessment and coordination, wildlife management and control, monitoring airfield access, monitoring and enforcing FAA security regulations and ensuring airfield integrity, crowd control and management, responding to traveling public complaints, providing information, assistance and direction to the traveling public and airport visitors. During the first six months, incumbent receives extensive training and close supervision while learning related federal, state, and airport regulations, laws, policies and procedures. After six months, incumbent is expected to work with considerable independence, within established guidelines, and to effectively respond to related situations and issues. Work is performed under the general supervision of the Lead Airport Operations Specialist.

ESSENTIAL FUNCTIONS OF THE CLASS: (Illustrative Only)

Represents the Airport in contacts with tenants, other agencies and the general public to ensure safe and efficient operation of the airport; coordinates and monitors airport security program; provides security training to employees, tenants and other users; enforces duly established rules and regulations pertaining to operations, security and use of airport; staffs a centralized communications center which includes monitoring and operating multiple computer systems such as two-way radio and voice communication consoles, runway surface sensor system, CCTF system master controller, fire alarm, etc.; monitors, operates and controls computerized weather reporting systems to access, monitor and interpret weather conditions, and initiate airport-wide response; monitors all traffic flow in front of the terminal; utilizing good public relations skills requests all vehicles at the curbside be moved unless loading or unloading passengers; issues citations in accordance with Airport and City parking regulations; pages owner to return to vehicle and when necessary arranges for vehicle towing; ensures traffic movement is free from double parking delays; monitors and enforces parking regulations for commercial vehicle and taxi lane; provides answers to various questions from the public; inspects and observes vendor product delivery of large and small quantities. monitors, inspects and performs routine patrol of airport terminals, airfield property and facilities to identify operational issues and hazards, security and compliance with Federal Aviation Regulations (FARs) and federal, state and local laws; conducts checks of tenant activity for compliance with lease agreements; acts as the central coordination and communications center during airfield emergencies and snow removal activities to coordinate airport-wide and external emergency responses; provides escorts for aircraft during low visibility conditions; inspects SMGCS (Surface Movement Guidance Control System) assets at the onset of low visibility conditions to ensure operation and usability; reads, prepares and recommends issuing Notices to Airmen (NOTAMs) to report status of airfield conditions; receives calls in emergency, routine and non-routine operations and notifies and dispatches appropriate

## AIRPORT OPERATIONS SPECIALIST (Cont'd)

personnel; monitors and controls a centralized security system to enforce Transportation Security Administration regulations and receives alarms and initiates appropriate airport response; issues notice of security violations; processes security applications and criminal background checks, and issues security badges to employees and tenants; assesses and collects aircraft landing fees; provides daily wildlife management on airport property; utilizes numerous forms of available technology to repel, manage and control wildlife; receives training and educates others in aircraft ground control, gate management, and facility management; inspects airport and airfield for safety and operational problems; maintains accurate and complete log book entries and manual records of airport events; trains others in the day to day procedures.

### MINIMUM QUALIFICATIONS: (Knowledge and Abilities)

Knowledge of business office and telephone etiquette and equipment; of general office practices; of general customer service techniques; of radio communication techniques. Within six (6) months of employment, working knowledge of federal, state and local laws, regulations, policies, and procedures related to the operations of an airport; of airfield and terminal operations, procedures and technical aviation issues, equipment, and administration; of safety practices and precautions sufficient to recognize and correct hazardous situations; of basic aviation and airport control procedures sufficient to be able to provide safe coordination of various areas of the airport and aircraft.

Ability to exercise sound judgement in stressful situations; to establish and maintain effective working relationships with others; to communicate effectively, orally and in writing; to develop and use empathetic listening skills; to handle customer concerns skillfully and respectfully; to remain calm under public criticism; to prioritize work and dispatch information during emergency situations; to accomplish multiple tasks accurately with frequent interruptions; to use a PC, word processing, spreadsheet and database software; to interpret regulations, policies and procedures; to effectively patrol work areas for several hours at a time; to work in all types of weather conditions; to work evenings, nights and weekends.

ADDITIONAL REQUIREMENTS: Ability to pass a criminal history check and successfully complete a Transportation Security Administration 10 year employment background investigation; possession of a valid Idaho driver's license.

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