GENERAL STATEMENT OF CLASS DUTIES

Assists the duty Airport Operations Supervisor and Ramp Tower Supervisor in the management of airfield and ramp tower operations and monitors compliance with airport and federal regulations to ensure the safety and security of the airport.

DISTINGUISHING CHARACTERISTICS

Airport Operations Officer – Airfield and Ramp Tower are distinguished from Terminal Operations Officer employees who assist the Terminal Operations Supervisor in the oversight of the operation of the terminal, concourses, and other airport facilities to provide for the safety of the traveling public and efficient operation of the airport.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally in the form of stated objectives only with issues and factors largely undefined requiring the employee to exercise creativity and ingenuity in devising criteria, techniques, strategy, and methodologies for approaching assigned functions or projects.

Duties performed involve concepts, theories, and concrete factors to be evaluated and weighed requiring a high degree of analytical ability, independent judgment, and decision-making.

Work assignment is generally unstructured and employee is responsible for organizing complex, varied, and simultaneous coordination of several functions, programs, or projects in various stages of completion.

Level of Supervision Received and Quality Review:

Under administrative supervision, the employee has personal accountability for carrying out an assigned function, program, or project within the scope of established guidelines and objectives and is expected to resolve problems that arise in the normal course of the work. Completed work is generally reviewed for soundness of judgment, conclusion, adequacy, and conformance to policy.

Interpersonal Communications and Purpose:

Contacts with the public or employees where explanatory or interpretive information is exchanged, defended, and gathered and discretion and judgment are required within the parameters of the job function.

Contacts with people under stress or emergency conditions where an immediate service is rendered according to established procedures or instructions.

Level of Supervision Exercised:

May perform leadwork over other airport employees.
ESSENTIAL DUTIES

Assists the duty Airport Operations Supervisor in managing, coordinating, and resolving airport emergencies, security problems, environmental issues, and other unusual events affecting airport operations.

Assists the duty Airport Operations Supervisor by coordinating numerous operational, engineering, construction, maintenance, contractor, tenant, and other necessary activities on the airfield. Coordinates aircraft movements with the FAA Tower, airlines, deice companies, city agencies, or any other entity necessary to ensure the smooth operation of ramp tower functions.

Issues push, taxi and advisory instructions to aircraft in the non-movement area via FCC licensed frequencies. Controls the movement of aircraft and serves as focal point for the safe, efficient and expeditious flow of aircraft ingress and egress within the confines of the ramp, based on FAA standards.

Identifies and coordinates corrective action for non-movement area abnormalities such as construction activities, aircraft conflicts, and aircraft emergencies.

Manages and documents airport gate usage, aircraft parking assignments and deice pad allocations and applies gate scheduling software to maximize gate assignments, aircraft push-backs and holding pad assignments.

Inspects runway, taxiway, and ramp areas for changing surface conditions and advises duty airport manager on those conditions and other events affecting airport operations. Coordinates the issuance of Notices to Airmen (NOTAM) as directed.

Conducts aircraft ground control and coordinates response to issues of gate management, custom flights, aircraft parking overnight, repositioned aircraft, aircraft diverts, and other aircraft parking or movement issues.

Assists the Incident Commander for all airport emergencies such as aircraft alerts, snow emergencies, severe weather, irregular operations (IROPs), and security breaches. Responds to the Emergency Operations Center as needed to fill General Staff Positions within the Incident Command Structure.

Enforces airport security requirements in conjunction with other Airport Security staff, police, Transportation Security Administration (TSA), Customs and Border Protection, FBI, and security guards.

Ensures all notifications, barricades, signage, lighting, and any other appropriate device is in place to prevent an unauthorized aircraft, vehicle, or person from entering a closed runway, taxiway or service road. Monitors, tracks, and controls access into these areas to maintain a safe environment.

Creates work orders within the airport maintenance computer system to address airfield maintenance and repair needs. Monitors and assesses the completeness of work by others to ensure it conforms with acceptable FAR Part 139 standards and requests corrective action if necessary.

Instructs aircraft during low visibility conditions on point-to-point operations in the non-movement area using non-standard instructions around snow plows, snow melters and deicers.

Assists in the coordination and execution of snow removal activities on all runways, movement and non-movement area taxiways, deice pads, concourse gate areas, aircraft rescue and response roads, emergency response gates, and all airfield vehicle service roads. Utilizes specialized runway friction measuring equipment to track and report runway friction values to Incident Commander during snow emergencies.
Continually monitors surface conditions for rubber accumulations on runways and utilizes specialized runway friction measuring equipment to track and report any corrective action that may be required.

Assists in the coordination and execution of special movements on the airfield such as VIP visits, charter operations, air evacuations, prisoner flights, military operations, etc.

Responds to incidents involving wildlife and other animals on airport property. Removes, preserves, or disposes of wildlife appropriately, documenting incidents of aircraft that have been struck by animals. Coordinates efforts with wildlife personnel to address areas where birds and animals gather in groups, potential nesting areas, water holes, dens, etc.

Assists the duty Airport Operations Supervisor by responding to landside and sterile area issues such as medical calls, fire alarms, line management, and vehicle accidents when Terminal Operations personnel are not available or need additional assistance. Determines if City liability may be involved and documents incidents as required.

Enforces airport safety policies and procedures through administration of safety enforcement programs. Identifies applicable violations and issues warnings and/or infraction Notices to individuals. Participates in hearings when requested.

Proactively identifies hazardous conditions or situations on and around the airfield. Ensures timely reporting of hazards through the established identification and tracking systems. Provides guidance and suggestions for mitigation and assists in implementation of mitigation where appropriate.

Performs Terminal Operations functions after hours to include medical calls, fire alarms, retrieving passenger’s towed vehicles and vehicle accidents. Documents all responses as required and briefs oncoming Terminal Operations personnel of events that occurred after hours.

Assists in the orientation of new incumbents to the classification, and performs on the job training performing and demonstrating the duties of the classification. Documents daily evaluations and communicates performance of the trainee to appropriate management.

Keeps current in changes to airfield and aircraft management policies and procedures associated with the operations of the ramp tower.

Keeps current on all ongoing changes to federal, state and local laws, rules and regulations relating to the position, Airport Security Program and TSA security directives. Maintains proficiency by passing regularly scheduled examinations.

Operates automated and networked information display systems, video cameras, monitors, and sophisticated radio and communication systems.

Operates emergency response vehicles.

Performs other duties as assigned or requested.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.
MINIMUM QUALIFICATIONS

Competencies, Knowledges, & Skills:

Oral Communication – Expresses information to individuals or groups effectively, taking into account the audience and natures of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.

Self-Esteem - Believes in own self-worth; maintains a positive view of self and displays a professional image.

Self-Management – Sts well-defined and realistic personal goals; displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.

Interpersonal Skills – Shows understanding, courtesy, tact, empathy, concern; develops and maintains relationships; may deal with people who are difficult, hostile, distressed; relates well to people from varied backgrounds and situations; is sensitive to individual differences.

Customer Service – Works with customers to assess needs, provide assistance, resolve problems, satisfy expectations; know products and services; is committed to providing quality products and services.

Reading – Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Decision Making – Makes sound, well-informed, and objective decisions; perceives the impact and implications of decisions; commits to action, even in uncertain situations, to accomplish organizational goals; causes change.

Reasoning – Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

Problem Solving – Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

Memory –Recalls information that has been presented previously.

Legal, Government, and Jurisprudence – Knowledge of laws, legal codes, precedents, legal practices and documents, government regulations, executive orders, agency rules, government organization and functions, and the political process.

Teamwork – Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals.

Integrity/Honesty – Contributes to maintaining the integrity of the organization; displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others; is trustworthy.

Organizational Awareness – Knows the organization’s mission and functions, and how its social, political, and technological systems work and operates effectively within them; this includes the programs, policies, procedures, rules, and regulations of the organization.

External Awareness – Identifies and understands economic, political, and social trends that affect the organization.
Influencing/Negotiating – Persuades others to accept recommendations, cooperate, or change their behavior; works with others towards and agreement; negotiates to find mutually acceptable solutions.

Attention to Detail – Is thorough when performing work and conscientious about attending to detail.

Technical Competence – Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one’s job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

Conflict Management – Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

Stress Tolerance – Deals calmly and effectively with high stress situations (for example, tight deadlines, hostile individuals, emergency situations, dangerous situations)

Creative Thinking – Uses imagination to develop new insights into situations and applies innovative solutions to problems; designs new methods where established methods and procedures are inapplicable or are unavailable.

Knowledge of FAR Part 139 and FAA Advisory Circulars and Directives sufficient to be able to assist in the management of aircraft operations to maintain compliance.

Knowledge of airport runways, taxiways, terminal, vehicle service roads, emergency response roads (airside and landside), tunnels/baggage areas, train system and access points, gates areas, hangers, and other facilities within the airport sufficient to be able to assist in the management of operations and emergency events.

Knowledge of gate management software systems sufficient to be able to monitor activity and make appropriate changes to ensure accurate records.

Knowledge of aircraft types, size, seating capacity, evacuation routes, etc. sufficient to be able to assist in the management of emergency events.

Knowledge of airport operations sufficient to be able to direct, manage, and control field operations.

Knowledge of safety and security practices sufficient to be able to coordinate and provide security.

Knowledge of safety practices and precautions sufficient to be able to supervise, train, and provide safety instructions to subordinates and others and to recognize and correct hazardous situations.

Skill in the simultaneous use of several radios, cellular phone, and other electronic devices sufficient to be able to provide and receive information from airport, FAA, airline, and other personnel.

**Physical Demands** (Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs):

- Walking: moving about on foot
- Carrying: transporting an object, usually by hand, arm or shoulder
- Eye/hand/foot coordination: performing work through using two or more
- Kneeling: bending legs to come to rest on one or both knees
- Pushing: exerting force upon an object so that the object is away
- Pulling: exerting force on an object so that it is moving to the person
- Standing: remaining on one’s feet in an upright position
Sitting: remaining in the normal seated position
Repetitive Motions: making frequent movements with a part of the body
Feeling: perceiving attributes of objects by means of skin receptors
Climbing: ascending or descending objects usually with hands or feet
Crawling: moving about on hands and knees or hands and feet
Lifting: raising or lowering an object from one level to another
Balancing: maintaining body equilibrium to prevent falling over
Stooping: bending the body by bending the spine at the waist
Reaching: extending the hand(s) and arm(s) in any direction
Handling: seizing, holding, grasping, or otherwise working with hand(s)
Fingering: picking, pinching, or otherwise working with fingers
Talking: expressing or exchanging ideas by means of spoken words. Talking in a composed professional manner using multiple radio frequencies during normal and emergency operations
Hearing: perceiving the nature of sounds by the ear. Monitoring and understanding information from multiple radio frequencies simultaneously during normal and emergency operations
Vision Near Acuity: ability to see clearly at 20 inches or less
Vision Far Acuity: ability to see clearly at 20 feet or more
Depth Perception: ability to judge distances and space relationships
Field of Vision: ability to see peripherally
Accommodation: ability to adjust vision to bring objects into focus
Color Vision: ability to distinguish and identify different colors
Driving: operating a vehicle for long periods of time and in adverse weather conditions affecting visibility

Working Environment:

Extreme Cold: temperature cold enough to cause marked bodily discomfort
Extreme Heat: temperature hot enough to cause marked bodily discomfort
Temperature Changes: variations in temperature from hot to cold
Noise: sufficient to cause distraction or possible hearing loss
Hazards: conditions where there is danger to life, body, and/or health
Atmospheric Conditions: conditions that affect the skin or respiratory system
Handles emergency or crisis situations
Pressure due to multiple calls and inquiries
Subject to long irregular hours
Subject to many interruptions
Subject to varying and unpredictable situations
Subject to hazards such as moving parts, moving equipment, flammable and explosive gases

Education Requirement:

Bachelors Degree in Aviation Management, Business Administration, Public Administration, Political Science or a related field.

Experience Requirement:

Three years of experience of the type and at the level of Aviation Operations Representative or equivalent in an aviation environment

Education/Experience Equivalency:

A combination of appropriate education and experience may be substituted for the minimum education and experience requirement.
**Licensure and/or Certification:**

Possession of a Colorado Class R Driver’s License at the time of application.

**CLASS DETAIL**

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<tr>
<td>CLASS HISTORY</td>
<td>This is one of two new aviation specific classes created to replace the class of Assistant Aviation Operations Manager. May 2014 – Update duties to include safety enforcement</td>
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