



Office of Human Resources
Airport Communications Center Supervisor - CA2487
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General Statement of Duties

Supervises staff in the Airport Communications Center and provides a variety of support services to other airport divisions and management.

Distinguishing Characteristics

This class is distinguished from the Airport Emergency Dispatcher, Airport Operations Representative, and Airport Communications Center Specialist in that this is the supervisor of the Airport Communications Center unit.

Level of Supervision Exercised

Supervises two or more employees who do not supervise.

Essential Duties

Supervises the enforcement of safety and security regulations for the airport.

Activates the Emergency Notification System. Ensures the timely notification of individuals and organizations assisting in the handling of airport emergencies.

Supervises airport-wide communications during crisis situations. Ensures compliance with the Airport Emergency Plan.

Oversees the issuance of Violation Notices to airport employees, tenants, and vendors that have violated Federal Aviation Regulations, Airport Security Plan, or Airport Rules and Regulations.

Implements and interprets policies and procedures developed by higher-level managers or supervisors. Assists in developing, recommending and coordinating the implementation of new procedures for the assigned functions or unit.

Allocates and maintains resources within the supervised function in accordance with work requirements and budget constraints.

Establishes and maintains preventative maintenance programs for communications center equipment.

Prepares written reports and records of work accomplished and provides information regarding new directives to employees of the work unit.

Receives training in managing field operations; safety and security compliance inspections; and managing, coordinating, and resolving airport emergencies, security problems and unusual situations. Responds to airfield emergencies and other airfield assignments as required by the Aviation Operations Manager (AOM).

Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

Conducts hiring interviews and selects candidate(s) for job opening(s).

Resolves problems encountered during daily operations and determines appropriate solutions; promotes teamwork. Encourages regular communication, informs staff of relevant business issues and their impact on the organization.

Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

Documents causes for disciplinary action and initiates letters of reprimand and makes formal recommendations for disciplinary action. Responds to formal and informal employee grievances and prepares written responses.

By position, participates in planning and managing budget systems; prepares and presents budget recommendations to higher management; adjusts work plans/activities as a result of budget changes.

Performs other related 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.

Competencies

Delivering Results - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.

Influencing - Collaborates with, persuades and influences others.

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

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

Coaching - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

Written Communication - Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

Knowledge & Skills

Knowledge of federal, state, local and airport regulations to be able to ensure the safe and secure operation of the airport.

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.

Knowledge of maintenance principles and practices sufficient to be able to establish preventive maintenance and repair programs.

Education Requirement

Two years of college in aviation management or related field.

Experience Requirement

Two (2) years of experience working in a high volume airport communications center which must include one year of emergency call taking and dispatching.

Education & Experience Equivalency

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

Licensure & Certification

By position, requires a valid Driver's License at the time of application.

Licenses and certifications must be kept current as a condition of employment.

Working Environment

Handles emergency or crisis situations.

Subject to long, irregular hours.

Subject to many interruptions.

Subject to stressful, varying and unpredictable situations.

Subject to traffic, roadways, and pedestrians.

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

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

Sitting: remaining in the normal seated position.

Handling: seizing, holding, grasping, or otherwise working with hand(s).

Fingering: picking, pinching, or otherwise working with fingers.

Feeling: perceiving attributes of objects by means of skin receptors.

Talking: expressing or exchanging ideas by means of the spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

Background Check Requirement

Criminal Check

Employment Verification

Education Check

By position, Motor Vehicle Record

Assessment Requirement

Professional Supervisor

Probation Period

Six (6) months.

Class Detail

Pay Grade: A-810

FLSA Code: Y

Established Date: 9/21/2018

Established By: LS

Revised Date:

Revised By:

Class History: