



Office of Human Resources
Airport Operations Officer Airfield and Ramp Tower - CA2805

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General Statement of 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.

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.

Competencies

Customer Service – Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

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

Decisiveness - Makes well-informed, effective, and timely decisions, even when data are limited or solutions produce unpleasant consequences; perceives the impact and implications of decisions.

Information Management - Identifies a need for and knows where or how to gather information; organizes and maintains information or information management systems.

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

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.

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

Knowledge & Skills

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.

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

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.

Level of Supervision Exercised

May perform leadwork over other airport employees.

Education Requirement

Bachelor's Degree in Aviation Management, Business Administration, Public Administration, Political Science or a related field.

Experience Requirement

Three (3) years of experience of the type and at the level of Aviation Operations Representative or equivalent in an aviation environment.

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

Atmospheric Conditions: conditions that affect the skin or respiratory system.

Extreme Cold temperature cold enough to cause marked bodily discomfort

Extreme Heat temperature hot enough to cause marked bodily discomfort

Handles emergency or crisis situations

Hazards conditions where there is danger to life, body, and/or health

Noise sufficient to cause distraction or possible hearing loss

Pressure due to multiple calls and inquiries

Subject to hazards such as moving parts, moving equipment, flammable and explosive gases

Subject to long irregular hours

Subject to many interruptions

Subject to varying and unpredictable situations

Subject to traffic, roadways, and pedestrians.

Level of Physical Demand

2-Light (10-20 lbs.)

Physical Demands

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

Balancing: Maintaining equilibrium.

Carrying: Transporting or moving an object.

Climbing: Ascending or descending an object or ladder.

Color vision: Ability to distinguish and identify different colors.

Crawling: Moving about in a low or crouched position.

Depth Perception: Ability to judge distances and space relationships.

Driving: Operating a vehicle for long periods of time and in adverse weather conditions affecting visibility.

Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.

Feeling: Perceiving attributes of objects by means of skin receptors, communication, or otherwise.

Field of Vision: Ability to sharply detect or perceive objects peripherally.

Fingering: Picking and pinching, through use of fingers or otherwise.

Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.

Hearing: Perceiving and comprehending the nature and direction of sounds.

Kneeling: Assuming a lowered position.

Lifting: Moving objects weighing no more than 20 pounds from one level to another.

Pulling: Exerting force upon an object so that it is moving to the person.

Pushing: Exerting force upon an object so that it moves away from the person.

Reaching: Extending the hands and arms or other device in any direction.

Repetitive motions: Making frequent or continuous movements.

Sitting: Remaining in a stationary position.

Standing: Remaining in a stationary position.

Stooping: Positioning oneself low to the ground.

Talking: Communicating ideas or exchanging information.

Vision Far Acuity: Ability to perceive or detect objects clearly at 20 feet or more.

Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.

Walking: Ability to move or traverse from one location to another.

Background Check Requirement

Criminal Check

Employment Verification

Education Check

By position, Motor Vehicle Record

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: A-624

FLSA Code: N

Established Date: 9/21/2018

Established By: LS

Revised Date:

Revised By:

Class History: