



Career Service Authority

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Assistant Aviation Operations Manager

GENERAL STATEMENT OF CLASS DUTIES

Assists the Aviation Operations Manager (AOM) in the management of field operations and monitors compliance with airport and federal regulations to ensure the safety and security of the traveling public and airport employees.

DISTINGUISHING CHARACTERISTICS

This class is distinguished from the Aviation Operations Representative who provides a variety of operational support services for the daily operation of the airport in the airport communications center. It is also distinguished from the Aviation Operations Manager who manages and controls field operations at the airport to ensure the efficient movement of aircraft and the safety of the traveling public.

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 aviation employees.

ESSENTIAL DUTIES

Inspects the terminal, concourses and landside structures to ensure efficient passenger flow and safety.

Inspects runway, taxiway and ramp areas for changing surface conditions and briefs the Aviation Operations Manager on duty on those conditions and other events affecting airport operations. Coordinates the issuance of Notice to Airmen (NOTAMS) as directed.

Assists in the planning, coordination and execution of snow removal efforts on airport ramps.

Conducts aircraft ground control, gate management and facility management. Inspects concourses, cargo areas and the customs facility and coordinates special movements on the airfield such as VIP and/or charter operations, AIR EVAC, prisoner flights, etc.

Enforces airport security requirements in the terminal and concourses and on the airfield.

Assists the Aviation Operations Manager in managing, coordinating and resolving airport emergencies, security problems and unusual situations.

Maintains accurate and complete log book entries of airport events.

Reads, interprets and enforces Federal Aviation Regulations (FAR) and city and airport rules and directives.

Conducts special projects as assigned.

Trains other employees in day to day procedures.

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.

MINIMUM QUALIFICATIONS

Competencies, Knowledge, & 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 – Sets 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 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 Federal Aviation Regulations sufficient to be able to ensure compliance by concessions and tenants.

Knowledge of safety practices and requirements sufficient to be able to evaluate existing procedures and standards.

Knowledge of airport concourses and other airport facilities sufficient to be able to inspect and identify problematic situations.

Knowledge of basic aviation and airport control procedures sufficient to be able to provide safe coordination of various areas of the airport and aircrafts.

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 training techniques sufficient to be able to train other in the work of the area.

Skill in independently adapting, interpreting, and applying written guidelines, precedents, and standardized work practices to a variety of precedented and problematic situations.

Skill in utilizing the principles and practices of effective and persuasive communications to elicit and/or present explanatory or interpretive information

Skill in establishing and maintaining effective working relationships with other employees, organizations and the public.

Skill in coordinating and directing activities related to the work assignment.

Skill in prioritizing and coordinating activities to ensure effective and efficient completion of the work assignment.

Skill in exercising initiative, judgment and decision making in solving problems and meeting organizational objectives.

Skill in filling out forms and completing paperwork related to the work assignment.

Skill in interpreting and enforcing city, state and federal regulations.

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.

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 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.
Hearing: perceiving the nature of sounds by the ear.
Near Acuity: ability to see clearly at 20 inches or less.
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.

Working Environment:

Extreme Cold: temperature cold enough to cause marked bodily discomfort.
Extreme Heat: temperature hot enough to cause bodily discomfort.
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.
Exposed to a variety of electromechanical hazards
Subject to hazards of flammable, explosive gases
Subject to varying and unpredictable situations

Education Requirement:

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

Experience Requirement:

Three years of experience of the type and at the level of Aviation Operations Representative.

Education/Experience Equivalency:

A combination of appropriate education and experience will substitute for the minimum education and experience requirement.

Licensure and/or Certification:

Possession of a valid Class R Driver's license at the time of application.

CLASS DETAIL

FLSA CODE: Non-exempt

ESTABLISHED DATE: 9/16/95

ESTABLISHED BY: Monika S. MacRossie
REVISED DATE: 12/20/09
REVISED BY: Steve Adkison
CLASS HISTORY: 12/20/09: Placed in new spec format.