



Office of Human Resources
Airport Communications Center Supervisor – CX2487

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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.

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.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

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.

Level of Supervision Exercised

Supervises two or more employees who do not supervise.

Education Requirement

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

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

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.):

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.

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.

Lifting: Moving objects weighing no more than 10 pounds from one level to another.

Repetitive motions: Making frequent or continuous movements.

Sitting: Remaining in a stationary position.

Talking: Communicating ideas or exchanging information.

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: NE-20

FLSA Code: N

Established Date: 9/21/2018

Established By: LS

Revised Date: 11/24/2024

Revised By: AOF

Class History: 2/14/21 - Revised education, experience, and equivalency statement; 6/25/2023- Pay grade revised as a result of CN1771; 9/8/24 – Revised Job Family/Job Code; 11/24/24 – Revised Pay Grade & FLSA Code from Exempt to Non-Exempt per CN1836.