



Job Title	Airport Operations Manager	FLSA Status	Exempt
Band	MGR	Probationary Period	At-Will
Zone	3	Job Code	15091

Class Specification – Airport Operations Manager

Summary Statement:
 The purpose of this position is to manage the airport operations department consisting of Operations Agents, Badging and Security, and Communications in order to ensure compliance of all federal aviation and transportation security regulations. This is accomplished in part by acting as the primary Airport Security Coordinator (ASC) and incident commander; training staff and users of the airport on regulatory requirements and procedures of the airport operations department; finding and correcting discrepancies; and planning, developing, and implementing emergency procedures. Other duties include: managing work needed on the airfield, air service ramp and public areas of the airport (including, but not limited to: painting, asphalt repair, rubber removal, mowing, etc.), employee parking regulation, and the access control program to ensure TSA compliance; coordinating tenant, FAA, and military operation issues on behalf of the airport; and acting as the manager on call. Also manages and supervises the snow removal process at the airport including team schedules and call outs.

Essential Functions	Note: Regular and predictable attendance is an essential function in the performance of this job.
Time % (All below must add to 100%)	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
40%	Train and implement regulatory compliance by educating employees on FAA and TSA requirements; assign duties and responsibilities to staff; evaluate processes within the department; develop and present procedural requirements to staff, tenants, FAA, and TSA; monitor, evaluate, implement, and investigate the safe and efficient use of a public use airport.
20%	Manages staff and policies by supervising administrative, operations, and communications center staff; hires, trains, and administers performance goals and objectives for all staff; counsels and administers disciplinary action up to termination; and monitors payroll and other personnel policies for compliance and consistency with other departments.
20%	Train and implement emergency plan by overseeing the development of training documents; reviews and analyzes emergency plans; presents and coordinates plans with mutual aid agencies; prepares documents, verbally communicates, and presents to internal personnel and external agencies; coordinates responsibilities of multiple



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	agencies; directs, organizes, schedules, evaluates, and corrects performance of personnel within the operations department.
10%	Manages budgets and policies by developing operations budgets; calculates and forecasts future needs for the department; presents the budget to higher level officials and staff; review and educates staff on airport and city policies; reviews time reports against budgets and actuals; and acts as project manager for contracted and staff projects as well as procurements.
5%	Manage and oversee ground transportation permits by enforcing ground transportation regulations; coordinate and communicate with ground transportation companies; and settle disputes between ground transportation companies within the airport.
5%	Provide customer service by monitoring passenger activity in the terminal and at checkpoints; meet with TSA when wait time due to length on lines affects good customer service; monitor delays, cancellation, arrivals, and departures; and attend meeting with airlines to discuss improvements to customer service.

Competencies Required:
Human Collaboration Skills: Interactions have significant impact and may involve recommendations regarding potential policy development and implementation. Position evaluates customer satisfaction, develops cooperative associations, and utilizes resources to continuously improve customer satisfaction.
Reading: Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.
Math: Intermediate - Ability to deal with system of real numbers; practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.



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Writing: Advanced - Ability to write editorials, journals, speeches, manuals, or critiques. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.

Technical Skills Required:
 Advanced Skills and Knowledge: Work requires advanced skills and knowledge in approaches and systems, which affect the design and implementation of major programs and/or processes organization-wide. Independent judgment and decision-making abilities are necessary to apply technical skills effectively.

Relevant Background and Formal Education: Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.
 Education: Bachelor’s degree from an accredited college or university with major coursework in aviation management, professional aeronautics, public administration, business administration, or closely related field.
 Experience: Five years of full-time responsible management experience in airport operations and maintenance.

Education and 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.

Certifications and Licenses: Must possess or be able to acquire the following certifications and/or licenses.
 Certifications required in accordance with standards established by departmental policy.

Supervision Exercised:
 Work requires managing and monitoring work performance by directing subordinate supervisors, including making final decision on hiring and disciplinary actions, evaluating program/ work objectives and effectiveness, and realigning work and staffing assignments, as needed.



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Supervision Received:

Receives Limited Direction: This job title normally performs the duty assignment according to his or her own judgment, requesting supervisory assistance only when necessary. Special projects are managed with little oversight and assignments may be reviewed upon completion. Performance reviewed periodically.

Fiscal Responsibility: This job title oversees budget preparation of a division or department budget. Reviews and approves expenditures of significant budgeted funds for the department or does research and prepares recommendations for organization-wide budget expenditures.

Physical Demands: Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.

Environmental Conditions	Frequency
Primary Work Environment	Office Environment
Extreme Temperature	Seasonally
Wetness and Humidity	Seasonally
Respiratory Hazards	Several Times per Month
Noise and Vibrations	Several Times per Month
Physical Hazards	Seasonally
Mechanical and/or Electrical Hazards	Rarely
Exposure to Communicable Diseases	Rarely

Machines, Tools, Equipment, and Work Aids: Office machines, runway friction meter, operate truck and radio system, CCTV system, computer security system, ground transportation system, weather system DTN, and phone tree system.

Specialized Computer Equipment and Software: Microsoft Office and database software.

The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.

Original Date: April 2015