

**City of San José
CLASS SPECIFICATION**

JOB DESCRIPTION TITLE: Airport Operations Specialist

CLASS CODE: 3511(FT) 3512 (PT)		
DEPARTMENT: Airport	ACCOUNTABLE TO: Senior Airport Operations Specialist / Airport Operations Supervisor	FLSA STATUS: Non-exempt

CLASS SUMMARY:

Performs a variety of activities to support Airport Operations programs in any of the following areas: the Ground Transportation (GT) Program, Parking Facilities Operations, Shuttle Bus Operations or roadway access control. Works under close supervision to record, monitor and enforce the requirements of the contracts and permits in the Airport Operations areas listed above, and provides customer service to the public.

Distinguishing Characteristics:

The Airport Operations Specialist is the first level of a five-level airport operations series. The Airport Operations Specialist is distinguished from the Senior Airport Operations Specialist by the Senior’s level of technical expertise, responsibility to perform lead duties and/or work with limited supervision to provide support to management in administration of day-to-day programs including GT, Airfield Operations, General Aviation, Security Compliance, Airport Communications Center (ACC), construction coordination and Parking/Shuttle. Senior Airport Operations Specialists perform more administrative duties related to contract compliance (such as contracts for parking and shuttle bus operations) versus monitoring the programs. Works under close supervision, interfacing directly with GT operators and contractors.

Incumbents may be required to work weekends, holidays, and any of three shifts.

QUALIFICATIONS:

(These qualifications are typically required. An equivalent combination of education, experience, knowledge, skills, and abilities sufficient to satisfactorily perform the duties of the job may be substituted. Experience for this classification typically substitutes for education on a year-for-year basis.)

Education and Experience:

Two years of college, plus one year of experience in a customer service position.

Licensing Requirements:

- Incumbents are required to pass a background check.
- CPR, First Aid and Automatic External Defibrillator certification within 6 months of employment.

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Minimum Knowledge, Skills and Abilities: (position requirements at entry and depending on area of assignment):

Knowledge of:

- Applicable laws, rules, and regulations;
- Communication systems (telephone and two-way radio);
- Ground transportation systems;
- Basic safety and security;
- Emergency situation procedures;
- Basic mathematics and statistics;
- Customer service techniques.

Skills in:

- Explaining complex material including applicable statutes;
- Using computers and applicable software;
- Radio communications procedures;
- Communication, interpersonal skills as applied to interaction with coworker, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

DUT Y NO.	TYPICAL CLASS ESSENTIAL DUTIES: (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:	FREQUENC Y
1.	Observes, records and enforces activities of commercial vehicle operators to ensure compliance with Public Utilities Commission (PUC) rules and Airport GT Permits for safe vehicle operation and professional conduct of the permittees.	Daily
2.	Coordinates, inspects and installs AVI (Automatic Vehicle Identification) transponders and stickers on GT vehicles to ensure compliance with GT Permit rules and regulations, track vehicle movement and provide accurate billing.	Daily/Monthly
3.	Observes, records and enforces activities of tenants and contractors to ensure compliance with contractual agreements (such as performance standards outlined in contracts involving timely shuttle cycles and efficient cashier transactions).	Daily

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4.	Provides directions to the commercial GT operators to ensure compliance with the GT program (i.e., provides directions such as specifying location for pick-up or drop-off, assisting operators to connect with clients, etc.).	Daily
ALL AREAS		
1.	Provides customer service to the public (i.e., directing passengers, listening to and reporting complaints, etc.)	Daily
2.	Performs other duties of a similar nature or level.	As Required

PHYSICAL REQUIREMENTS (Check all that apply to performance of the essential duties of the job)

	Climbing		Kneeling		Crawling
	Balancing	X	Lifting	X	Reaching
X	Stooping	X	Fingering	X	Standing
X	Talking	X	Grasping	X	Walking
X	Hearing		Feeling		Pushing
X	Crouching	X	Seeing	X	Repetitive Motion

Incumbents may be subjected to fumes, poor ventilation, intense noises and working outdoors.

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

CLASSIFICATION HISTORY:

Revised 9/02; s004