

City of San José
CLASS SPECIFICATION

Title: Airport Operations Supervisor I/II/III (3524/3527/3528)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Airport	Airport Operations Superintendent Airport Operations Manager	Non-exempt

CLASS SUMMARY

Provides day-to-day administration of Airport Operations programs in any of the following areas/sections: Manager-on-Duty, Emergency Planning, Airfield Operations, Wildlife Management, General Aviation Administration, Noise Monitoring/Curfew Compliance, Terminal Management, Airport Security Compliance, Airport Badging, Airport Operations Center (AOC), Ground Transportation (GT) Administration, Parking Facilities Operations, Shuttle Bus Operations, Curbside/GT Management and/or Enforcement Program.

As the Airport Manager-on-Duty, this position serves as the senior Airport management representative on weekends, nights, and holidays. Incumbents inspect runways, taxiways, and related airport Air Operational Areas (AOA) for proper maintenance and safety conditions; opens or closes runways, taxiways, and airside operational areas; and ensures that the facility continually operates in compliance with Federal Aviation Administration (FAA) airport certification requirements. Performs related work as required.

These positions may be required to rotate between assignments based on operational needs. Incumbents may be required to work weekends, holidays, and any of three shifts.

DISTINGUISHING CHARACTERISTICS

This is a three-level flexibly staffed class which is the third of a five classification airport operations series. Airport Operations Supervisor I/II/III is distinguished from the next higher class, Airport Operations Superintendent, which is responsible for the overall management of a specific section or area and has full supervisory authority over Airport Operations Supervisors, Senior Airport Operations Specialists, and Airport Operations Specialists. The Airport Operations Supervisor is distinguished from the lower class, Senior Airport Operations Specialist, in that the Supervisor provides airport operations management supervision 24 hours per day, seven days per week, is responsible for designated operational areas of the Airport during a specified shift period, and has full supervisory authority over Senior Airport Operations Specialists and Airport Operations Specialists.

QUALIFICATIONS

Minimum Qualifications

Education and Experience

Airport Operations Supervisor I

A Bachelor's degree in aviation or closely related field AND two (2) years of experience in the aviation field at the level of Senior Airport Operations Specialist I or higher. Aviation experience is typically gained by working for the following types of organizations: airport, airline, fixed based operator, airport related contractor, aviation related government agency or military aviation.

Acceptable Substitution

Additional experience in aviation may be substituted for the bachelor's degree requirement on a year-for-year basis.

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Airport Operations Supervisor II

A Bachelor's degree in aviation or closely related field AND certification from an airport industry professional organization AND one (1) year of experience in the aviation field at the level of Airport Operations Supervisor I or higher.

Acceptable Substitution

Additional experience in aviation may be substituted for the bachelor's degree requirement on a year-for-year basis.

Airport Operations Supervisor III

A Bachelor's degree in aviation or closely related field AND two (2) certifications from an airport industry professional organization AND one (1) year of experience in the aviation field at the level of Airport Operations Supervisor I or higher AND one (1) year of experience as Manager-On-Duty at SJC since July of 2010.

Acceptable Substitution

Additional experience in aviation may be substituted for the bachelor's degree requirement on a year-for-year basis.

Required Licensing (such as driver's license, certifications, etc.)

- Incumbents are required to complete and pass a TSA mandated, Criminal History Records Check and a Security Threat Assessment and all other City, State or Federal requirements.
- California Drivers License.
- Obtain an Airport issued Ramp Drivers Permit and Movement Area Operating Permit within 6 months of employment.

Other Qualifications

(Incumbents may be required to have different combinations of the listed qualifications, or more specific job-related qualifications depending on the position.)

Basic Competencies

(Needed at entry into the job in order to perform the essential duties.)

- Job Expertise – Demonstrates knowledge of and experience with applicable professional/technical principles and practices, Citywide and departmental procedures/policies and federal and state rules and regulations.
 - Knowledge of:
 - Safe vehicle operations at an airport.
 - Airport GT, parking, security and common use terminal operations principals.
 - Emergency procedures.
- Communication Skills - Effectively conveys information and expresses thoughts and facts clearly, orally and in writing; demonstrates effective use of listening skills and displays openness to other people's ideas and thoughts.
- Computer Skills - Experienced with common business computer applications including but not limited to: MS Outlook, MS Word, MS PowerPoint, MS Access, and MS Excel.
- Teamwork and Interpersonal Skills - Develops effective relationships with co-workers and supervisors by helping others accomplish tasks and using collaboration and conflict resolution

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skills.

- Analytical Thinking - Approaching a problem or situation by using a logical, systematic, sequential approach.
- Customer Service – Demonstrates the ability to anticipate customers' needs and deliver services effectively and efficiently using professional demeanor.
- Decision Making - Identifies and understands issues, problems, and opportunities; uses effective approaches for choosing a course of action or developing appropriate solutions.
- Supervision - Sets effective long and short-term goals based on a good understanding of management practices; establishes realistic priorities within available resources; provides motivational support; empowers others; assigns decision-making and work functions to others in an appropriate manner to maximize organizational and individual effectiveness.

Additional Competencies and/or Desirable Qualifications

(Competencies, knowledge, skills and abilities that are more position specific and/or likely to contribute to more successful job performance.)

Knowledge of:

- Airport runway/taxiway systems, marking criteria, aircraft movement/non-movement areas, and airport facility and operational safety standards.
- Aircraft rescue and fire-fighting (ARFF) equipment and their applicability to airport emergency operations.
- Methods, materials, and equipment used in aircraft ground handling, recovery, and/or servicing.
- Aviation fuels, aircraft servicing procedures, and aviation fuel quality control Procedures.

Skills in:

- Radio communications procedures including communications with the Air Traffic Control Tower.

DUTY 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:	FREQUENCY*
	Manager-on-Duty	
1.	Observes, records and enforces activities conducted on the Airside areas (RONs, Itinerants, hazmat, wildlife, etc.)	Daily
2.	Observes, records and enforces activities of contractors, permittees and tenants on the Airside to ensure compliance with applicable regulations or contractual/permit requirements.	Daily
3.	Ensures compliance with regulatory requirements continuously.	Daily
4.	Documents activity/events (RONs, Itinerants, hazmat, wildlife, etc.) on the Airfield.	As Required
5.	Responds to emergencies, hazmat, wildlife or other airfield incidents to maintain a safe and efficient operation. Includes on-site inspection of airfield, and performing or coordinating activities as required.	As Required
6.	Responds to and resolves door and gate alarms.	As Required

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DUTY 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:	FREQUENCY*
	Other Assignments	
7.	Supervises staff to maintain an efficient operation and/or program.	Daily
8.	Ensures Airport is operated in accordance with applicable Federal State and local rules and regulations.	Daily
9.	Assumes day to day responsibility and oversight for programs and projects to meet established goals and plans.	Daily
10.	Monitors assigned areas and staff performance to ensure safe operation and physical security controls are in place.	Daily
11.	Maintains records and assists with documentation and memo writing to ensure controls and to support recommendations for improved operations.	Daily
12.	Ensures programs and personnel provide a high level of customer service.	Daily
13.	Provides input towards the development of budgets within a program.	As Required
	All Areas	
14.	Provides customer service to the public (i.e., directing passengers, listening to and reporting complaints, etc.)	Daily
15.	Performs other duties of a similar nature or level.	As Required

*Frequency defined as Daily/Several Times, Daily, Weekly, Intermittent, or As Required

PHYSICAL/ENVIRONMENTAL ELEMENTS

The following is a general statement for the classification. Individual positions may have additional or different physical/environmental elements.

	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.

Possess ability to:

- Drive Airport vehicles on non- movement and movement areas.

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 Created 05/80, Rev. 01/81, 12/87, 02/95, 02/96, 01/98, 04/01, 08/13, 04/17, 04/22; s008