

**City of San José**  
**CLASS SPECIFICATION**

**Title: Senior Airport Operations Specialist I (FT/PT) (3514/3515)**  
**II/III (FT) (3516/3518)**

<b>DEPARTMENT</b>	<b>ACCOUNTABLE TO</b>	<b>FLSA STATUS</b>
Airport	Varies	Non-exempt

**CLASS SUMMARY**

Performs a wide variety of activities in Airport Operations to support management in day-to-day administration and improvement of Airport Operations programs in any of the following areas/sections: Airfield Operations, General Aviation Administration, Noise Monitoring, Terminal Management, Airport Security Compliance, Airport Badging, Airport Operations Center (AOC), Ground Transportation (GT) Administration, Parking Facilities Operations, Shuttle Bus Operations, Curbside Management, and/or GT Enforcement Programs. Works under general supervision to record, monitor, and enforce requirements of the programs in the Airport Operations areas listed above and maintain compliance with all Local, State and Federal rules/regulations. Performs related work as required.

These positions may be required to regularly rotate between assignments in the following five areas, AOC, Landside, Airside, Terminal and Security. 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 second of a five classification airport operations series. Senior Airport Operations Specialist I/II/III is distinguished from the next higher class, Airport Operations Supervisor I/II/III, which is responsible for the day-to-day management of a specific area within a section and has full supervisory authority over Senior Airport Operations Specialist I/II and Airport Operations Specialist. Senior Airport Operations Specialist I/II/III is distinguished from the lower class, Airport Operations Specialist, by the Senior's level of technical expertise and ability to work with limited oversight/guidance.

**QUALIFICATIONS**

**Minimum Qualifications**

**Education and Experience**

**Senior Airport Operations Specialist I**

Bachelor's degree in aviation or closely related field AND one (1) year of experience in the aviation field or an internship in aviation. 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.

**Senior Airport Operations Specialist II**

Bachelor's Degree in Aviation or closely related field AND certification from an airport industry professional organization AND one (1) year of experience at the level of Senior Airport Operations Specialist I.

**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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**Senior Airport Operations Specialist III**

Bachelor's Degree in Aviation or closely related field AND certification from an airport industry professional organization AND two (2) years of experience at the level of Senior Airport Operations Specialist I or higher.

**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 Driver's 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.
- 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 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.
- Problem Solving - Approaches a situation or problem by defining the problem or issue; determines the significance of problem; collects information; uses logic and intuition to arrive at decisions or solutions to problems that achieve the desired outcome.

**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.)**

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Knowledge of:

- Communication systems and procedures;
- Basic mechanical equipment principals;
- Emergency situation procedures;
- Leadership principles;
- Airport operations principals, policies, and procedures;
- Airport security practices and requirements;
- Airport Ground Transportation and Parking operations;
- Airfield safety principals.

Skills in:

- Operating various airport equipment;
- Driving airport vehicles on the ramp;
- Radio communications procedures.

DUTY NO.	<b>TYPICAL CLASS ESSENTIAL DUTIES:</b> (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*
	<b><u>AIRSIDE</u></b>	
1.	Documents activity/events (RONs, Itinerants, hazmat, wildlife, etc.) on the Airfield.	As Required
2.	Observes, records and enforces activities conducted on the Airside areas (RONs, Itinerants, hazmat, wildlife, etc.)	Daily
3.	Observes, records and enforces activities of contractors, permittees, and tenants on the Airside to ensure compliance with applicable regulations or contractual/permit requirements.	Daily
4.	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
5.	Responds to and resolves door and gate alarms.	As Required
	<b><u>LANDSIDE</u></b>	
6.	Uses data entry and personal interaction to process permits, reports, work orders and customer service inquires to ensure regulatory compliance and exceptional customer service.	Daily
7.	Observes, records and enforces activities conducted on the Landside (terminal curbs, public & employee parking facilities and GT areas).	Daily
8.	Responds to emergencies, hazmat, vehicle accidents or other Landside incidents to maintain a safe and efficient operation. Includes on-site inspection of the area and performing or coordinating activities as required.	As Required
	<b><u>SECURITY</u></b>	
9.	Uses vehicles to patrol the airport to inspect and observe perimeter fences, gates and employees to ensure compliance with applicable regulations. Takes action to correct deficiencies.	Daily
10.	Provides instruction to all access/ID badge holders on security rules and compliance programs.	Daily

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11.	Observes, records and enforces activities of all tenants, contractors, employees and passengers to ensure compliance with applicable regulations.	Daily
12.	Responds to and resolves door and gate alarms.	Daily
<b>TERMINAL</b>		
13.	Documents activity/events (slip & falls, equipment failures, etc.) in the terminal buildings.	As Required
14.	Observes, records and enforces activities of contractors, permittees, and tenants in the terminals to ensure compliance with applicable regulations or contractual/permit requirements.	Daily
15.	Maintains the Airport Operational Database, assigns common use resources, ensures accuracy of the FIDs, and coordinates with IT systems contractor.	Daily
16.	Responds to emergencies, terminal evacuations or other terminal incidents to maintain a safe and efficient operation. Includes on-site inspection of terminal and performing or coordinating activities as required.	As Required
<b>AIRPORT OPERATIONS CENTER</b>		
17.	Monitors the Airport's CCTV, Access Control, Fire, Building Management, and Baggage Handling systems. Coordinates appropriate response to all issues.	Daily
18.	Monitors and utilizes all Airport and public safety radio frequencies.	Daily
19.	Performs Passenger paging and other customer service functions throughout the facilities.	Daily
20.	Coordinates all internal Airport/Tenant/EMS communications via radio, telephone, etc.	Daily
<b>ALL AREAS</b>		
21.	Provides customer service to the public (i.e., directing passengers, listening to and reporting complaints, etc.)	Daily
22.	Performs other related work as required.	As Required

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

**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:

- Operate various airport equipment

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- Drive airport vehicles on the ramp

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 06/01, Rev. 10/02, 08/13, 04/22; s004*