

**MAJOR FUNCTION**

This is responsible entry-level paraprofessional work performing airfield, perimeter and terminal inspections, enforcing airport rules and regulations (including parking); and performing communications, customer service, and other operations and emergency response coordination. Day to day work is performed under the direct guidance and coaching of the Superintendent-Airport Operations. Work is reviewed through conferences, reports, and by observations of results achieved.

**ESSENTIAL AND OTHER IMPORTANT JOB DUTIES****Essential Duties**

Inspects airfield, terminal, perimeter and grounds for compliance with Federal Aviation Regulations, Transportation Security Administration Regulations, airport rules and regulations, leases and agreements. Participates in fashioning solutions to reoccurring problems. Conducts follow-ups with appropriate tenant(s), maintenance or other personnel to assure deficiencies are corrected or repaired. Issues Notice to Airmen (NOTAM). Provides customer service: answering questions, giving directions, guiding tours, jumping batteries of stalled cars, and helping customers to resolve complaints. Manages a communications center, monitoring security cameras. Grants airfield access to vendors. Answers phone calls, directing callers to appropriate persons. Uses radio to dispatch airport personnel to desired worksite. Maintains activity logs and other records. Monitors ground transportation. Enforces airport regulations, including parking. Writes warning and parking citations. Conducts follow-up to correct ongoing problems. Performs related work as required.

**Other Important Duties**

Responds to emergency incidents, protecting airport interests until supervisory personnel arrive. Coordinates emergency response to minor incidents, or anticipated events related to weather. Maintains the security identification system. Issues badges. Keeps records. Investigates accidents and incidents and writes reports about them. Recommends policy changes to correct reoccurring problems. Conducts Security Identification Display Area (SIDA) training, ramp driving, other training sessions, and maintains related records. Performs related work as required.

**DESIRABLE QUALIFICATIONS****Knowledge, Abilities and Skills**

Knowledge of airport operations or maintenance and the roles of airport tenants in the airport environment. Knowledge of customer service techniques and methods. Ability to establish and to maintain effective working relationships as necessitated by the work. Ability to prioritize multiple requests for service calls. Ability to remain calm during emergency situations. Skill in the use of equipment, including personal computers and associated programs and applications, necessary for job performance.

**Minimum Training and Experience**

Possession of an associate's degree in aviation management, business or public administration, communications, criminal justice, or a related field and one year of experience in aviation, law enforcement, firefighting, emergency management or communications, military service, or a related field; or an equivalent combination of training and experience.

**Necessary Special Requirements**

In accordance with 49 CFR Part 1542, employees must successfully complete a fingerprint-based criminal history records check and personal background check prior to employment.

Must possess a Class E State driver's license at the time of appointment.

Established: 04-28-95  
Revised: 03-23-02  
09-26-03\*  
04-27-09\*