



City of Watsonville

Job Description

JOB TITLE: Airport Operations Specialist II

DATE APPROVED: August 29, 2017

DEPARTMENT: Airport

SUPERSEDES: Airport Operator II

REPORTS TO: Airport Operations Supervisor or Airport Operations Specialist III

SUPERVISION: May supervise Airport Operations Specialist I

EMPLOYEE UNIT: OE3

FLSA : Non-Exempt

JOB SUMMARY:

Under general supervision, the incumbent performs all the typical tasks and duties of an Airport Operations Specialist I.

Additionally an Airport Operations Specialist II work involves a variety of advanced general aviation operations, administrative tasks, processes and procedures, maintenance duties related to compliance, enforcement and customer service essential to the daily operation of the municipal airport. The classification's scope of the work will include airport airside and landside operations in support of airfield and terminal operations, associated maintenance, daily inspections, aircraft basing, air field security, marketing/special event programs, as well as other airport operations functions consistent with a full service "seven-day-a-week" general aviation airport. This classification may be required to rotate between various assignments in the areas referenced above and below (Essential Duties).

DISTINGUISHING CHARACTERISTICS

The position is the mid-level classification within the Airport Operations Specialist series. This classification works under the immediate supervision of an Airport Operations Supervisor or Airport Operations Specialist III within the Municipal Airport department.

The Airport Operator Specialist II is a generalist classification performing varying assignments in support of Municipal Airport's maintenance operations, on-going and associated administrative duties either by rotation of various assignments working with Airport Director, Airport Operations Manager, Airport Operations Supervisor and Airport Business Administration. The incumbent performs the full range of advanced Airport Operator Specialist duties as stated in the examples listed in "Essential Duties" below.

The Airport Operator Specialist II is distinguished from the Airport Operations Specialist III in the latter has project definition, development and implementation responsibilities, including scheduling assembling staff resources, managing an assigned project budget, marshalling equipment, training, and providing feedback to the Airport Operations Supervisor on the performance of incumbents in lower level classifications, and has more focus on airport project-based and/or compliance related functions and initiation of corrective action as necessary to ensure such compliance.

EXAMPLES OF ESSENTIAL DUTIES:

Duties may include, but are not limited to, the following:

- Monitors all points of communication related to airside and landside operations.
- Performs inspections and operations duties in support of airport safety and security; Completes daily “Morning Report” and alerts Airport Operations Supervisor of any anomalies. Performs custodial duties in terminal and hangars as assigned
- Monitors systems and maintains records concerning operational activities including, but not limited to, fuel farm and fuel island monitoring and maintenance, fuel inventory management system, terminal security, surveillance systems, hangar and building maintenance.
- Monitor and implements the Municipal Airport’s Wildlife management program.
- Completes incident reports, maintenance service orders, and tracks work orders until completion; advises supervisor on the condition of service vehicles, support equipment and other systems.
- Collect, sample and process Storm Water Pollution Prevention Program (SWPPP) per Airport policy.
- Provides central communications functions for the airport, including internal and external stakeholders; issues Notices to Airmen (NOTAMs) as required.
- Dispatches appropriate airport personnel to emergency and non-emergency situations; transmits information to the appropriate party for action; determines the appropriate agency needed for a particular call; completes complaint/dispatch processes.
- Inputs maintenance information/requests into database; tracks issues to ensure completion.
- May issue citations in accordance with City of Watsonville Municipal codes and ordinances throughout the airport, including parking lots.
- Notifies public relations staff and AIRPORT OPERATIONS SUPERVISOR regarding calls from the media.
- Greets walk-in, taxi-in and telephone customers and provides information regarding the Municipal Airport tie-downs, based aircraft assignment, vehicle ramp permit, parking permits; explains Airport regulations; interprets airport policy and procedures; assists customers to complete appropriate forms for specified requests; resolves information and documentation discrepancies with customer.
- Answers customer service calls and directs to appropriate airport contact; provides non-technical information to callers or directs them to other appropriate organizations or personnel as required; and conducts paging activities in public areas of the airport.
- Receives and responds to incoming telephone calls for ramp operations, maintenance, police, fire and other stakeholders and general public; obtains sufficient information from caller to initiate a response from the appropriate agency, tenant or organization. Respond to inquiries and customer complaints.
- Performs a variety of general clerical duties such as: filing, preparation of records, forms, and other pertinent documents. Maintains work place in a neat and orderly fashion.
- Calculates and collects fees for transient transactions, ramp and parking permits; determines that charges are authorized to tenant accounts; ensures that all administrative procedures are followed and confirmed correct.
- Balances out cash drawers daily; counts fees received and balances against documentation on file; prepares cash transmittals for Airport Accountant office; when requested, sorts and reviews documentation for all financial transactions to ensure that records are complete in accordance with standard operating procedures.
- Enters confidential information and statistical data into database when required.
- Searches on-line databases and/or airport files for information necessary to complete the processing of required documentation and to compile statistical and financial records of actions taken; maintains office files for required documentation in alpha or numeric sequence; codes forms and logs information into on-line database; files back-up documentation in accordance with record-keeping

procedures; establishes follow-up records for additional information or actions to be taken before a document can be processed.

- Assists staff in airfield, terminal, landside, and security functions; may support EOC functions.

EMPLOYMENT STANDARDS

Knowledge of:

- Federal, state, and local regulations and policies concerning airport safety and security
- City of Watsonville Municipal Code Airport Chapter ordinance
- Airport and FAA rules and regulations, policies and procedures relating to airport customer service and the geography of the airport.
- Procedures and techniques for using computerized telecommunications equipment with multiple lines.

Ability to:

- Communicate effectively and to speak clearly using correct English, enunciation, diction and voice modulation. Communicate effectively both orally and in writing.
- Speak clearly and understandably in the operation of communications equipment (radios, telephones, etc.) Operate technical equipment such as two way radio, scanner.
- Comprehend written technical material relating to airport operations and emergency operations. Read and comprehend technical publications and regulations.
- Keep routine records. File/maintain records and reports ensuring completeness and accuracy.
- Read, understand and apply contract agreements, Airport, and City rules, regulations and MOU's.
- Operate multiple and semi-automatic computerized telephone answering systems.
- Operate a personal computer/tablet and compatible standard office software.
- Work independently within established guidelines.
- Establish and maintain effective working relationships with those contacted in the performance of duties and to work as a team.
- Operate efficiently and effectively while dealing both with challenging emergency and non-emergency situations.
- Work effectively with others under stressful situations. Resolve conflicts effectively.
- Complete the American Association of Airport Executives (AAAE) Airport Safety and Operations Specialist (ASOS) Basic School
- Work extended periods, beyond normal work day schedule, in the event of operational or safety requirements.
- Work at least one weekend day and if required serve in a Stand by or On call role
- Comply with Municipal Airport Rules, Policies and Procedures

PHYSICAL REQUIREMENTS:

Physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Use and care for power and hand equipment and tools.
- Visibly distinguish between red, white, blue, green, yellow, and amber lights.
- Operate office equipment, computers, hand held electronic tablets, and a variety of word processing and software applications.
- safely and effectively operate light and moderately heavy maintenance and construction equipment
- perform manual labor involving frequent bending, pulling, pushing, lifting, climbing and carrying of weights up to 50 lbs. Additionally be able to:
 - drive an automobile and heavy equipment
 - hear adequately to converse on the telephone, radio, cellular phone, and in person
 - use a computer keyboard
 - intermittently bend, twist, and reach
 - get in and out of a truck
 - safely and effectively work on ladders and tall structures
 - climb up and down ladders and stairs.
 - grasp with right and left hands.
 - use fine hand manipulation.
 - hear and distinguish various sounds, such as abnormal equipment sounds, voices of co-workers in noisy environments, pager, cell phone, etc.
 - walk on uneven surfaces.
 - work outside in inclement weather
 - may operate equipment while sitting for prolonged periods of time in outdoor environments and subject to all weather conditions
 - work under conditions as confined spaces, high noise levels, strong and unpleasant odors, vibration from equipment, exposure to dust, toxic substances and/or chemical irritants (within legal exposure limits)
 - distinguish colors, have adequate vision to perform essential duties
 - reach above and at shoulder height
- Operate Aviation Communications Radios, both handheld and fixed based
- Safety drive and operate fuel trucks
- Operate over-the wing and single point refuelers mechanisms for aircraft
- Accept fuel deliveries, including confirming Quality control testing
- Operate aircraft tugs both manual and automated
- Interpret Light Gun Signals both airborne and ground based aircraft
- Ability to, per ICAO standards:
 - Pronounce and communicate via ICAO alphabet
 - Read and understand airfield markings and signage
 - Marshal aircraft

TRAINING AND EXPERIENCE:

Any combination of training and experience, which would provide the required knowledge and abilities, is qualifying. A typical way to obtain the knowledge and abilities is:

- One (1) year as a Airport Operational Specialist or
- Associate's degree in a related field PLUS one (1) year of airport operations experience or
- Two (2) years of airport operations experience of which includes one of the following areas:
 - General Aviation airport operations, maintenance, general construction, implementation of safety programs or
 - Experience with a Fixed Based Operator (FBO) or Specialized Aviation Service Operation (SASO).
- Completion of AAAE's basic Airport Safety and Operations Specialist (ASOS) class required within one year of assuming position

LICENSE & CERTIFICATION:

- Safe driving record
- Possession, or obtaining within one year of employment, a valid California Class A Driver's License.