



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 925.3

Job Title: AIRPORT OPERATIONS SUPERVISOR – LANDSIDE

Pay Grade: 23

GENERAL SUMMARY:

Provide leadership, training and supervision to employees engaged in landside operations.

RESPONSIBILITIES:

- Supervise day-to-day operational activities, including traffic control, monitoring roads and terminal curb zones, posting and dispatching taxi cabs, and facility management of terminals.
- Plan, schedule, and assign work; train and evaluate operational employees in accordance with airport and City policies, rules, and regulations.
- Identify and anticipate operational, safety and security concerns by inspecting airport facilities and operating areas and monitoring radio communications.
- Command operational activities and the Emergency Operations Center by following the Airport Emergency Plan and airport rules and regulations.
- Develop and provide reports for executive management regarding operations/security activities, inspection results and statistics, and violations of airport leases, contracts and standards by tenants and airlines.
- Create, revise and implement operating rules, regulations, standards and procedures to ensure airport safety. Keep abreast of existing and new legislation and ensures compliance to federal, state and local requirements
- Assume operational, safety and security responsibilities as a representative of airport management.
- Act as a liaison for landside operations to airlines, TSA, HPD, and other units of the Aviation Department.
- Contribute to the team effort by performing related duties as needed.

SPECIFICATIONS:

KNOWLEDGE:

Requires a Bachelor's degree in Aviation Management, Airway Science, Criminal Justice, Law Enforcement, Business Administration, Public Administration or a related field.

SPECIFICATIONS (continued):

LICENSE/CLEARANCE:

Requires a valid Class C Texas driver's license and compliance with the City of Houston's policy on driving (AP 2-2).

Must be able to pass a criminal background check and obtain and maintain federally mandated security clearances for working at an airport.

EXPERIENCE:

Four years of progressively responsible experience in airport operations of an airport are required.

Directly related professional experience involving lead or supervisory responsibilities may substitute for the above education requirement on a on a year-for-year basis.

COMPLEXITY:

Work requires the direct application of a variety of procedures, policies and/or precedents. Moderate analytic ability is required in applying guidelines, policies and precedents and in adapting standard methods to fit facts and conditions.

IMPACT OF ACTIONS:

Errors in work could lead to moderate expenses and inconveniences. Work is typically performed under limited supervision with alternating periods of relative autonomy and general review. The supervisor generally plays a substantial role in setting objectives and organizing work.

SUPERVISION EXERCISED:

Direct Supervision:

Involves scheduling, supervision and evaluation of work as a "first-line supervisor", recommends personnel actions, such as hiring, terminations, and pay changes of non-supervisory personnel.

Indirect Supervision:

No indirect reports.

CONTACTS:

Internal Contacts:

Level of internal contact is primarily with professionals and supervisors. Interaction requires substantial sensitivity and cooperation; e.g., basic project interaction.

External Contacts:

Level of external contact is primarily with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors and professional contacts with allied organizations. Interaction requires substantial sensitivity and cooperation; e.g., lower-level problem resolution, providing information to citizens who from time to time may be irate.

PHYSICAL EFFORT:

The position is physically comfortable; the individual has discretion about walking, standing, etc.

WORK ENVIRONMENT:

There is only a slight source of discomfort from exposure to less than optimal temperature and air conditions. The position may involve dealing with situations where occasional exposure to office chemicals and/or periodic use of a video display terminal are required.

SPECIFICATIONS (continued):

PHYSICAL SKILL:

Requires the ability to make coordinated gross motor movements in response to changing external stimuli within moderately demanding tolerances; or the ability to make coordinated eye/hand movements on a patterned response space within low tolerance demands with no real speed requirements.

MISCELLANEOUS:

All duties and responsibilities may not be included in the above job description.

JOB FAMILY:

Landside Agent
Senior Landside Agent
Airport Operations Supervisor - Landside

Effective: April 2016