CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 664.0

Job Title: **AIRPORT ICC COORDINATOR**

Pay Grade: 24

GENERAL SUMMARY:

Performs incident management and incident response work in the Houston Airport System's (HAS) Integrated Coordination Center (ICC) including coordination with other entities. Acts as the liaison between all airport stakeholders, tenants, airlines, government agencies, and other ICC functions.

RESPONSIBILITIES:

- Serves as an incident responder and emergency specialist in the IAH Integrated Coordination Center for the Terminal Operations group or Houston Police Department (HPD). Communicates with other agencies as conditions warrant and until the arrival of appropriate management.
- Under supervision, works to develop, implement, and periodically review incident management plans in coordination with the entities assigned to HAS ICC.
- Acts as a liaison on behalf of their division in the ICC and communicates all relatable information to their supervisor and other entities as needed. Coordinates with the field during emergencies. Supports operational activities and maintains order during emergencies, following the Airport Emergency Plan and other rules and regulations.
- Maintains records, compiles documentation, and generates reports or other data products in line with department goals.
- Assists and coordinates airport-wide preparations and activities in the event of an emergency and assists in the implementation of continuity plans.
- Designs workflows, processes, and various operational plans related to airport safety and security.
- Monitors various technologies used to track airport and/or law enforcement operations and ensures active response conforms to operational plans.
- Ensures operational capacity twenty-four hours a day, seven days a week, throughout the entire year including all holidays. The unit will ensure this through adjustments of shifts and overtime.
- May be required to work additional hours during an incident or emergency situation.
- Performs other job-related duties as required by supervisor.

Duties Specific to ICC Coordinators in HAS Terminal Operations

- Receives and monitors door alarm notices, determines their validity, and reviews available camera footage from all security events to assist the field staff with clearing or tracking calls for service. Has authority to clear the call themselves or to send field personnel to do so.
- Receives all other Operations calls to dispatch the appropriate staff to investigate, assisting the field supervisors/employees with required support.

SPECIFICATIONS:

KNOWLEDGE:
Requires a Bachelor's degree in emergency management, emergency response, public safety, public health, criminal justice, business or public administration, aviation, or a closely related field.

EXPERIENCE:
Three years of experience in emergency management, emergency response, public safety, public health, criminal justice, public administration, airport operations, airport security/safety, or airport customer service are required. Prior first responder experience is desirable.

SUBSTITUTION:
Directly related experience in emergency management, a security-related field, customer service, or airport operations may substitute for the above education requirement on a year-for-year basis.

LICENSES/CLEARANCES:
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.

COMPLEXITY:
Work consists of standard procedures and tasks where analytic ability is required in following guidelines, policies, and procedures.

IMPACT OF ACTIONS:
Errors could lead to moderate expenses and inconveniences. The incumbent generally receives direct guidance, working from written plans and procedures. Work objectives wilt be set by a supervisor.

SUPERVISION EXERCISED:

Direct Supervision:
No direct report employees.

Indirect Supervision:
No indirect reports.

CONTACTS:

Internal Contacts:
Level of internal contact is with the employee's colleagues and supervisor. Job tasks may require a team approach rather than the normal employee-manager reporting structure. Interaction involves completing tasks and objectives as assigned.

External Contacts:
Level of external contact is primarily with customers, visitors, lower- to mid-level representatives of government agencies, and other entities involved in any critical incident at the airport Interaction involves addressing concerns or issues or communicating the needs and concerns of external contacts to supervisors.

PHYSICAL EFFORT:
This position may involve physical exertion, such as lifting and moving objects. Sitting or standing for extended periods of time may be required. Must have mobility to work in public settings. operate job related equipment, use standard office equipment and be able to communicate over the telephone or two-way radios. Must be able to hear audible alarms and emergency sirens. Accommodations may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodations.

WORK ENVIRONMENT:

The work environment for this position is primarily an office environment. The office may have occasional minor discomforts from exposure to less-than-optimal temperature and air conditions. The position may involve dealing with modestly unpleasant situations, as with occasional exposure to landside and/or airside chemicals and extensive use of a video display terminal.

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. Staff in this position are Tier I employees unless otherwise noted.

JOB FAMILY:

Airport ICC Coordinator
Airport Terminal Operations Supervisor - ICC
Airport ICC Duty Manager

Effective: October 2022
Revised: January 2026