CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 664.1

Job Title: **AIRPORT ICC DUTY MANAGER**

Pay Grade: 28

GENERAL SUMMARY:

Oversees and coordinates the response to airport safety and security incidents and events by effectively disseminating information between relevant airport stakeholders, including the Transportation Security Administration, Houston Airport System divisions, Houston Police Department, and Houston Fire Department. Monitors and coordinates multiple communication channels within the airport's Integrated Coordination Center (ICC). Leads the prevention, preparedness, response, recovery and/or mitigation of crises, disasters, emergencies, or hazards.

RESPONSIBILITIES:

- Monitors and synthesizes information from multiple communication channels in the ICC to identify potential issues. Initiates appropriate response, allocates and coordinates resources, and provides updates to stakeholders to ensure effective incident management.
- During critical incidents, monitors and assists airport divisions via the ICC. Must be resourceful and mitigate the effects of aircraft incidents, accidents, bomb threats, fires, hijackings, utility failures, and other critical incidents.
- Rapidly assesses and escalates incidents, coordinates response teams, and disseminates crucial information to appropriate personnel based on established protocols.
- Acts as a central point of contact, effectively communicating updates and critical information to internal and external stakeholders through various channels.
- Develops and implements communication strategies during crisis situations to ensure accurate and timely information dissemination.
- Generates detailed reports on incidents, response actions, and analysis of data for post-event review and improvement.
- Develops, implements and periodically reviews emergency management plans. Evaluates and designs associated workflows and processes; assists in the implementation of continuity plans.
- Analyzes and reviews best practices and procedures to develop recommendations for improvement of prevention, preparedness, response, recovery and/or mitigation activities related to the airport.
- Remains knowledgeable of administrative policies within the HAS and/or HPD; communicates any updates to ICC counterparts.
- Ensures operational capacity twenty-four hours each day, seven days a week, throughout the entire year. May be required to work additional hours or be on-call during emergencies or incidents.
- Completes special projects, working on a wide variety of administrative, professional, management and airport issues and problems.

- Prepares, edits and revises department policy and procedure manuals. Responds to correspondence, requests for information, etc. as assigned by supervisor.

- As a supervisor, creates schedules, assigns tasks and goals, and evaluates performance.

- The manager assigned to HPD serves as the lead liaison for the Department in the ICC.

SPECIFICATIONS:

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

EXPERIENCE:
Seven years of experience in emergency management, emergency response, public safety, public health, criminal justice, public administration, airport communications, airport operations, airport security, or a related field. Three years of supervisory experience strongly preferred.

SUBSTITUTION:
Related experience in airport operations, airport security/safety, or emergency program management can be substituted for the education on a year-by-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 is substantially complex and varied, and requires the interpretation of technical and detailed guidelines, policies and procedures in combination. Analytic ability is needed to gather and interpret data where answers can be found only after careful analysis of several facts.

IMPACT OF ACTIONS:
Errors in work could lead to significant expense and inconvenience. The incumbent generally receives general direction, working from broad goals and policies only. The individual may participate heavily in setting his/her own work objectives.

SUPERVISION EXERCISED:

Direct Supervision:
Involves scheduling, supervision and evaluation of work as an Assistant Manager or the equivalent over the first-line supervisors (and non-supervisors, if applicable). This position has significant input on personnel actions such as hirings, terminations and pay changes.

Indirect Supervision:
Involves supervision and evaluation of work as a manager.

CONTACTS:

Internal Contacts:
Level of internal contact is primarily with Managers and Assistant Directors and occasionally with Deputy Directors. Interaction involves considerable explanation and persuasion leading to decision, agreement or rejection on complex issues; diplomacy is required, e.g., problem-solving discussions regarding responsibilities, finance, or workflow, or to facilitate service.

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 involves some explanation and persuasion leading to resolution of moderately complex issues, e.g., project coordination and higher-level problem resolution.

SPECIFICATIONS: (continued)

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 and 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 will be centered largely on 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