



# CITY OF HOUSTON

## JOB DESCRIPTION

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Job Code: 923.1

Job Title: **AIRPORT COMMUNICATIONS OPERATOR**

Pay Grade: 14

### **GENERAL SUMMARY:**

Operates communications equipment to receive and transfer emergency and non-emergency calls for assistance and to monitor and respond to airport alarm system signals regarding fires, airplane crashes and accidents, bomb threats, burglaries and facility maintenance.

### **RESPONSIBILITIES:**

- Operates the airport telephone exchange system including the public address system and TDDs.
- Provides routine information to customers such as airline arrivals and departures, traffic conditions, parking information, service complaints, lost luggage or passengers, directions and emergencies. Maintains daily log of calls.
- Receives and directs public calls to the appropriate parties for lost and locked vehicles, tows, and airport injuries; and maintenance calls regarding various facilities, equipment, traffic and weather conditions and spills.
- Broadcasts information to appropriate airport and tenant personnel regarding aircraft emergencies and hazardous conditions as specified in the Airport Emergency Procedures Manual. May provide prearrival instructions to calls. Maintains log.
- Enters domestic and international airline schedules into the information display system, and reviews and updates daily flight data, aircraft gate and baggage carousel assignments and schedule changes.
- Monitors access control systems to ensure no unauthorized access to Aircraft Operating Areas (AOA) and other security areas by the public, employees or tenants of the airport. Notifies appropriate authorities of civil defense alerts.
- Relays information and calls to appropriate personnel regarding repair services such as malfunctioning access card readers, broken access gates, building and street lighting, pipes, toilets, and sinks. Updates maintenance tracking system.
- Performs other job duties as assigned by supervisor.

### **SPECIFICATIONS:**

#### **KNOWLEDGE:**

Requires a high school diploma or a GED.

#### **EXPERIENCE:**

One year of experience in a major airport terminal handling a variety of communication activities or in a related major facility handling a variety of communication equipment is required.

## **SPECIFICATIONS: (continued)**

### **COMPLEXITY:**

Work consists of fairly standard procedures and tasks where analytic ability is required, as in the comparison of numbers and fundamental facts in selecting the correct action.

### **IMPACT OF ACTIONS:**

Errors in work typically lead to minor inconvenience and costs. Work is typically performed under close to moderate supervision of routine duties to ensure completion of tasks. The supervisor is generally close by to answer questions.

### **SUPERVISION EXERCISED:**

#### **Direct Supervision:**

No direct report employees.

#### **Indirect Supervision:**

No indirect reports.

### **CONTACTS:**

#### **Internal Contacts:**

Level of internal contact is primarily with the clerical and technical staffs. Interaction requires moderate tact and cooperation; e.g., scheduling and/or coordinating two personal calendars, resolving problems and/or obtaining necessary information.

#### **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 moderate tact and cooperation; e.g., responding to questions which require some research to provide the correct answer.

### **PHYSICAL EFFORT:**

The position is physically comfortable most of the time with occasional periods of stooping, bending and/or light lifting of materials of up to 10 pounds.

### **WORK ENVIRONMENT:**

There are 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 office chemicals and/or 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.

## **JOB FAMILY:**

Airport Communications Operator  
Senior Airport Communications Operator  
Airport Communications Supervisor

*Effective Date: July 1999*

*Revised: May 2019*