



# CITY OF HOUSTON

## JOB DESCRIPTION

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Job Code: 923.2

Job Title: **SENIOR AIRPORT COMMUNICATIONS OPERATOR**

Pay Grade: 16

### **GENERAL SUMMARY:**

Operates communications equipment to receive and transfer emergency and non-emergency calls for assistance. Monitors and responds to airport alarm systems signals regarding fires, airplane crashes, accidents, bomb threats, burglaries and facility maintenance. Acts as a lead operator on a shift.

### **RESPONSIBILITIES:**

- Handles most serious requests and emergencies. Functions as a lead during emergency situations.
- Trains telecommunicators on routine functions in communications center. Provides relief and assists telecommunicator in resolving problems with equipment.
- Operates the airport telephone exchange system to provide customers information on airline arrivals and/or departures, traffic, parking, service complaints, lost luggage/passengers, directions and emergencies. Maintains daily log of calls.
- Receives and directs public distress calls for lost and locked vehicles, tows, stuck elevators and maintenance calls for airport injuries, parking meters, ticket spitters, traffic signs and traffic and weather conditions.
- Broadcasts information to appropriate airport/tenant personnel on aircraft emergencies, bomb threats, hazardous conditions and major natural disasters. May provide prearrival instructions to callers. Maintains a log of emergency activity during shift.
- Enters domestic and international airline schedules into information display system. 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 for repair service regarding malfunctioning access card readers, broken access gates, building and street lighting, pipes, toilets and sinks. Updates maintenance tracking system.
- Tests and initiates work order for repair of communication and alarm equipment and back up systems to ensure serviceability.
- Ensures field reports concerning emergency activity are routed to appropriate personnel.

### **SPECIFICATIONS:**

#### **KNOWLEDGE:**

Requires a high school diploma or a GED.

## **SPECIFICATIONS: (continued)**

### **EXPERIENCE:**

Two years of experience in a major airport terminal handling a variety of communication activities or in a related major facility handling a variety of communications equipment are required.

### **COMPLEXITY:**

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

### **IMPACT OF ACTIONS:**

Errors in work typically lead to minor inconvenience and costs. Work is typically performed under moderate supervision and within standard operating procedures. The incumbent occasionally can function autonomously, with the supervisor available to answer questions as they arise.

### **SUPERVISION EXERCISED:**

#### **Direct Supervision:**

May function in a lead capacity or serve as a shift leader for Airport Telecommunicators.

#### **Indirect Supervision:**

No indirect reports.

### **CONTACTS:**

#### **Internal Contacts:**

Level of internal contact is primarily with professionals and supervisors. 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 occasionally requires stooping or bending. Occasional very light lifting, such as three or four reams of papers or books (up to 20 pounds or an equivalent weight) may be required.

### **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*