CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 923.3

Job Title: **AIRPORT COMMUNICATIONS SUPERVISOR**

Pay Grade: 23

GENERAL SUMMARY:

Supervises employees engaged in communication activities and in monitoring and responding to airport alarm system signals, facility maintenance requests, and emergency and non-emergency calls.

RESPONSIBILITIES:

- Coordinates information flow during emergency situations to appropriate personnel.
- Monitors the activities of the communications section to ensure service delivery standards are met and comply with airport operating procedures.
- Prepares work schedules to ensure that sufficient shift employees are available for work load demands. Monitors and documents attendance of employees.
- Reviews office operations to identify technical and operation training needs. Provides training for employees on the operation of communications equipment and airport operating procedures.
- Provides guidance, training and support to employees and resolves grievances. Counsels employees regarding performance and handles related disciplinary actions.
- Handles complaints or inquiries from the public, airport tenants and other City departments relative to communications activities.
- Inspects and tests working conditions of communications equipment. Ensures communications equipment is operational and prepares documentation to repair, upgrade, or replace communications when required.
- May handle complex communications calls.

SPECIFICATIONS:

KNOWLEDGE:
An Associate's degree in Social Science, General Studies, Business Administration or a closely related field is required.

EXPERIENCE:
Three years of experience as a telecommunicator 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.

Directly related paraprofessional or professional experience in communication operations, airport operations, airport security, or airport safety above the required years of experience may be substituted for the above education requirement on a year-for-year basis.

SPECIFICATIONS: (continued)

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 lead to minor inconvenience and incur some costs. Work is typically performed under moderate to limited supervision with standard operating procedures. The incumbent functions under general review and at times autonomously, with the supervisor available to answer more difficult questions.

SUPERVISION EXERCISED:

Direct Supervision:
Involves scheduling, supervision and evaluation of work as a "first-line supervisor", recommends personnel actions, such as hiring, terminations, 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 considerable tact and cooperation involving somewhat sensitive issues or problems.

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 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
Revised February 2025