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CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 925.5

Job Title: **AIRPORT TERMINAL OPERATIONS SUPERVISOR**

Pay Grade: 23

GENERAL SUMMARY:

Maintains a safe and efficient airport environment for passengers and personnel by providing leadership, training, and supervision to employees engaged in terminal operations, including landside and customer service-related functions.

RESPONSIBILITIES:

- Supervises day-to-day operational activities of terminal operations, traffic control, and/or customer service.
- Plans, schedules, and assigns work; trains and evaluates operational employees in accordance with airport and City policies, rules, and regulations.
- Identifies and anticipates operational and security concerns by monitoring radio communications and inspecting airport terminal areas, Airport Operations Area (AOA), perimeter, outbuildings and tenant facilities in accordance with regulations, such as CFR 1542 and TSA mandates. Initiates corrective actions and advises airport users, tenants and employees on resolutions.
- Supervises operational activities by following the Airport Emergency Plan, the airport security plan, and airport rules and regulations.
- Supports passengers, guests, and operational activities during emergencies, outages, construction-related closures and other irregular operations. During emergencies, coordinates staff and maintains order following the Airport Emergency Plan and other airport rules and regulations.
- Develops and provides reports for executive management regarding terminal operation activities, inspection results and statistics, and violations of airport leases, contracts and standards by tenants and airlines.
- Creates, revises and implements operating rules, regulations, standards and procedures to ensure efficient and effective terminal operations. Keep abreast of existing and new legislation and ensures compliance to federal, state and local requirements.
- Performs operational, security, and customer service responsibilities as a representative of airport management.
- Acts as stakeholder liaison for terminal operations to airlines, Transportation Security Administration (TSA), Houston Police Department, and other units of the Aviation Department.
- Supervises daily evaluations and inspections of assigned facilities. Coordinates maintenance activities with contractors and Houston Airport's maintenance sections to ensure operational integrity.
- May oversee customer service functions such as lost and found and volunteer programs.

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- Evaluates and recommends improvements to the customer experience, such as passenger processing and facility aesthetics, based on observations and/or input of passengers, business partners and team members.

- Coordinates special events and facilitation of dignitaries and VIPs.

- Contributes to the team effort by performing related duties as needed.

SPECIFICATIONS:

KNOWLEDGE:
Requires a Bachelor's degree in aviation management, airway science, criminal justice, law enforcement, business administration, public administration, hospitality, or a related field.

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

LICENSE/CLEARANCE:
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.

EXPERIENCE:
Four years of progressively responsible experience in customer service, a security-related field, or airline/airport operations are required. At least three years must be directly in airport operations, airport security, or airport customer service.

Candidates with at least three years of law enforcement or emergency services experience would be required to have one year of airport operations, airport security, or airport customer service experience.

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 procedures, and in adapting standard methods to fit facts and conditions.

IMPACT OF ACTIONS:
Errors in work could lead to moderate expenses and inconveniences. Work is typically performed under limited supervision with alternating periods of relative autonomy and general review. The supervisor generally plays a substantial role in setting objectives and organizing work.

SUPERVISION EXERCISED:

Direct Supervision:
Involves scheduling, supervision and evaluation of work as a "first-line supervisor", recommends personnel actions such as hirings, terminations, and 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 substantial sensitivity and cooperation; e.g., basic project interaction.

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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 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:
Traffic Operations Agent / Airport Customer Service Agent
Terminal Operations Officer
Airport Terminal Operations Supervisor

Effective: September 2025
Revised: January 2026