CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 925.6

Job Title: **AIRPORT TERMINAL OPERATIONS SUPERVISOR-ICC**

Pay Grade: 26

GENERAL SUMMARY:

Maintains a safe and efficient airport environment for passengers and personnel by providing leadership, training, and supervision to Terminal Operations Coordinators in the Integrated Coordination Center (ICC). Serves as the primary contact for the terminal operations division in the ICC, including landside, terminal, airport security, and customer service-related matters. Leads terminal operations coordination with the field during emergencies. Develops and reviews emergency management plans and processes.

RESPONSIBILITIES

- Supervises day-to-day operational activities of the terminal operations function from the ICC.
- Plans, schedules, and assigns work; trains and evaluates ICC terminal operations employees in accordance with airport and City policies, rules, and regulations.
- Develops, implements, and periodically reviews emergency management plans in coordination with the HAS ICC.
- Oversees the coordination and resolution of terminal-related incidents within the ICC, ensuring timely response to door alarms, security events, and other operational calls by directing subordinate staff and monitoring effectiveness.
- Reviews trends and escalations from incidence surveillance, provided by Coordinators.
- Ensures dispatch effectiveness through resource allocation and real-time oversight, as well as ensuring compliance with policies and escalation protocols.
- Serves as the lead terminal operations liaison within the ICC, representing landside, terminal, security, and customer service interests, and ensuring effective communication and coordination with other airport stakeholders.
- Acts as primary liaison with the field during emergencies. Supports operational activities and maintains order during aeronautical-related emergencies, following the Airport Emergency Plan and other airport rules and regulations.
- Supervises operational activities by following the Airport Emergency Plan, the airport security plan, and airport rules and regulations.
- Develops and provides reports for executive management regarding operation/security activities, inspection results and statistics, and violations of airport leases, contracts and standards by tenants and airlines.
- Approves workflows, processes, and various operational plans designed by direct reports. Ensures adherence to operating rules, regulations, standards and procedures to ensure airport security. Keep abreast of existing and new legislation and ensures compliance to federal, state and local requirements.

- Acts as the primary liaison for terminal operations to airlines, Transportation Security Administration (TSA), Houston Police Department, and other units of the Aviation Department.

- Contributes to the team effort by performing other duties as assigned.

SPECIFICATIONS:

KNOWLEDGE:
Requires a Bachelor's degree in aviation management, airway science, criminal justice, law enforcement, emergency management, 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.

EXPERIENCE:
Five years of progressively responsible experience in customer service, a security-related field, or airline/airport operations are required.

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 somewhat complex and varied, and may require the simple interpretation of technical and detailed guidelines, policies and procedures.

IMPACT OF ACTIONS:
Errors 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 and occasionally with Managers and Assistant Directors. Interaction requires substantial sensitivity and cooperation; e.g., basic project interaction.

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:
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. 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 is primarily 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