



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 937.5

Job Title: **AIRPORT OPERATIONS SUPERVISOR –
INTERNATIONAL**

Pay Grade: 23

GENERAL SUMMARY:

Under the general supervision of the Division Manager of International Services or Operations, this position provides leadership, training, and direction to employees engaged in all operations of International Services. The International Services Supervisor is responsible for end to end oversight of international terminal and Federal Inspection Service (FIS) facilities. Supports airport initiatives and leads the team to meet the organizational mission and vision.

RESPONSIBILITIES:

- Supervises day-to-day operational activities to include providing directions, processing passengers through the FIS area, gate planning and scheduling, and baggage system maintenance.
- Daily evaluation and inspection of assigned facilities. Coordinate maintenance activities with contractors and Houston Airport's maintenance sections to ensure operational integrity Schedules, assigns work, trains and evaluates International Services employees
- Assumes the role and responsibility of the Division Manager during his/her absence
- Facilitates International passenger's departures and arrival through the FIS in collaboration with U.S. Customs Border Protection leadership and Stakeholders to exceed the department passenger processing goals
- Promotes collaboration and values passenger, business partner and team member input to improve the overall international passenger processing experience and make the passengers happy
- Responsible for all aspects of the customer experience including information booth coverage and lost and found to seek solutions and corrective actions to ensure the airport is five-star quality
- Promotes and develops a safe, secure and healthy environment for internal and external customers through the Safety Management System (SMS) program
- Administers business unit policies, procedures and enforces regulatory compliance relative to international services operational activities
- Supports the International Services business unit fiscal year budget goals.
- Coordinates special events, facilitation of dignitaries and VIPs.
- Represents the department by giving both written and oral presentations to department heads and the public.

SPECIFICATIONS:

KNOWLEDGE:

Requires a Bachelor's Degree. Directly related professional experience in airport operations or customer service above the required years of experience may be substituted for the above education requirement on a year-for-year basis.

Representative must be able to read, write, speak and translate English and foreign language to answer customer inquiries and review documents.

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 airport operations, customer service or closely related to the activities of the section are required, with at least two of the four years in a supervisory capacity.

COMPLEXITY:

Work consists of standard procedures and tasks where moderate to complex analytic ability is required in following regulations, guidelines, policies and procedures.

IMPACT OF ACTIONS:

Errors in work cause some expense and inconvenience. 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, and pay changes of nonsupervisory 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 considerable tact and cooperation involving somewhat sensitive issues or problems.

PHYSICAL EFFORT:

The position routinely requires lifting of moderately heavy items, such as barricades, construction cones or equipment (up to 50 pounds) and/or very long periods of walking on rough surfaces on a routine basis.

WORK ENVIRONMENT:

There are routine discomforts from exposure to moderate heat, cold, moisture/wetness and unpleasant air conditions. The position may involve routine exposure to soiled materials and light chemical substances such as paints and cleaning solutions.

PHYSICAL SKILL:

Requires the ability to make coordinated eye/hand movements within fairly fine tolerance and/or calibration demands; or the ability to make closely coordinated eye/hand movements on a patterned response space within moderate tolerance demands.

MISCELLANEOUS:

All duties and responsibilities may not be included in the above job description. Performs related work as required. This is a safety impact position and Tier I designation.

JOB FAMILY:

Airport Service Representative I
Airport Services Representative II
Airport Operational Supervisor - International
International Services Supervisor
Division Manager – International Services

Effective Date: May 2020