

JOB DESCRIPTION

JOB TITLE: Operations Manager

DATE: 10/2/2017

REPORTS TO: Executive Director or Designee

FLSA: Exempt

DEPARTMENT: Operations

UNION: Non-union

Job Summary

Under administrative direction perform work of considerable difficulty in the administration and supervision of the Operations functions of the Authority. Provides oversight to a variety of airport operational activities ensuring airport safety, security, and compliance with all required local, state, and federal regulations. Supervises a staff of 5 operations specialists including planning for 24 hour, 7 day shift coverage.

Essential Functions

- Ensures compliance with all federal, state, local rules and regulations included but not limited to: FAR Part 139, FAR 77, and Advisory Circular 5100 series, SWPPP, IDNR, and SPCC;
- Provides oversight, through subordinate, to a variety of Airside operations activities, including airport emergency response, FAA inspections, FAA Security, US Customs & Border Protection (USCBP), Transportation Security Administration (TSA), Environmental Protection Agency (EPA), airline gate and traffic management, federal and local law enforcement policy compliance, and special program implementation.
- Updates and maintains Airport Certification Manual, Airport Emergency Plan, and Airport Security Program; Ensures adequate training and compliance with these documents is provided to all airport staff, tenants, and mutual aid companies.
- Provides day-to-day leadership and works to develop and retain highly competent, service-oriented staff through selection, training and day-to-day management practices that support the Authority's mission, objectives and service expectations;
- Regularly monitors performance of staff and provides coaching for performance improvement and development; takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the Authority's policies and labor contract provisions.
- Directs the development of and monitors performance against the department budget; manages and directs the development, implementation and evaluation of work programs, plans, processes, systems and procedures to achieve Airport goals, objectives and performance measures consistent with the Authority's quality and customer-service expectations.

Operations Manager

Pay Grade: 23

- Manages operational systems related to IT, security, airfield asset management, fuel system, and mass notification network.
- Directs operations and maintenance staff during snow events. Coordinates snow removal planning and execution.
- Acts as the airport's Wildlife Coordinator as part of the airport's WHMP.
- Responds to airfield emergencies on a twenty-four hour basis.
- Monitors, develops and promotes initiatives to ensure airport security.
- Coordinates safety policies, procedures, training and records for the Airport's departments in order to ensure compliance with OSHA requirements.
- Assists with special projects and studies.
- Performs related work as required.

Knowledge, Skills and Abilities

Knowledge of:

- Principles and practices of airport operations, police/fire response operations, applicable FAA Regulations, and airline operations;
- Principles and practices of employee supervision and management, including selection, work planning, organization, performance review and evaluation, and employee training and discipline;
- Principles and practices of strategic planning, developing teams, motivating employees and managing in a team environment;
- Proper safety techniques and an understanding of the necessary and related training for staff;
- Applicable laws, codes and regulations;
- Techniques for representing the airport in meetings and negotiations with a wide variety of individuals and groups;
- State and Federal safety/environmental laws/ regulations, and FAA requirements relating to operations.
- Federal, State, City, County, Airport regulations and documents.
- Thorough knowledge of state and federal laws, rules and regulations affecting departmental operations, activities and programs including: FAR Part 139, Part 77, and TSA 1542 and other related FAA Advisory Circulars;
- OSHA and related safety requirements and inspection procedures;

Comprehensive Skill in:

- Interpreting and applying federal laws and regulations as they relate to aviation and airports;
- Developing and implementing strategic plans, goals, objectives, policies, procedures and work standards;
- Using initiative and independent judgment within general policy guidelines, including explaining complex federal policies, codes and regulations;
- Setting priorities, coordinating multiple activities and meeting critical deadlines;

Updated: 10/2/2017

Operations Manager

Pay Grade: 23

- Using tact, discretion and prudence in dealing with those contacted in the course of the work.
- Planning, organizing, supervising, reviewing and evaluating the work of programs and staff through subordinate supervision.
- Researching, analyzing, and evaluating new service delivery methods, procedures and techniques.
- Microsoft offices programs including Word, Excel, Access, PowerPoint and Outlook.

Ability to:

- Communicate effectively with others both orally and in writing using both technical and non-technical language both internally and for the public and media on occasion.
- Represent the airport in a professional and businesslike manner.
- Train others in policies and procedures related to the work and providing for their professional development;
- Coordinate various projects, work independently and use good judgment.
- Multi-task, prioritize and take initiative
- Establish effective working relationships with co workers, contractors and the public.
- Read and interpret surveys, technical drawings and data, construction documents and as-built drawings. Resolve technical/mechanical problems.
- Supervise and lead employees in a team environment.
- Prepare and present accurate and reliable reports containing findings and recommendations.
- Use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions.
- Perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time sensitive deadlines.
- Quickly learn and put to use new skills and knowledge brought about by rapidly changing information or technology.
- Work extended shifts or be called back in emergency situations.
- Lift occasionally 25-50# and some exposure to environment.

Acceptable Experience and Training

Graduation from a four-year college or university with a major in airport or aviation management, public or business administration, or a closely related field; and at least five years of progressively responsible operations, administration or management experience in the Aviation Industry or related field. American Association of Airport Executives (AAAE) Airport Certified Employee (ACE) and Certified Member (CM) designation must be obtained within two (2) years of employment. Other combinations of experience and education that meet the minimum requirements may be substituted. Proof of a valid state driver's license is required. Must satisfactorily meet and maintain STA and CHRC background check requirements.