

PROVO CITY CLASSIFICATION SPECIFICATION	
Title: Airport Terminal/Landside Operations Manager	Job Code: 2253
Date: August 24, 2022	EEOC Code: OA
FLSA Designation: Exempt	Civil Service Status: Covered (UC)

DEFINITION: This is skilled, management-level work with responsibility to oversee airport terminal and landside operations, supervise airport operations employees, and ensure compliance with Federal Aviation Administration (FAA) and Transportation Security Administration (TSA) regulations.

CLASSIFICATION STANDARDS: This single position classification is responsible to the Airport Division Director and performs all assigned duties under limited direction. This work is distinguished by its strong understanding of airport terminal and landside operations and maintenance, certification, security regulations, and supervisory duties.

ESSENTIAL DUTIES: Inspect, monitor, and ensure that airport terminal and landside operations and employee actions are FAA- and TSA-complaint, safe, efficient, and effective in meeting customer needs; make immediate and time-critical decisions regarding airport terminal and landside operations, liability, cost containment, and human life safety; communicate and explain rules, regulations, and procedures to airport users; research rules, regulations, and laws to prepare varied operational analytical reports, policies, and procedures; assist with airport operations budget; make recommendations and implement operational standards and programs; complete, review, and update required reports and correspondence; develop, implement, and manage terminal and landside operations plans and programs including passenger and employee parking management, terminal and landside facility maintenance, snow removal, de-icing, and airport emergencies.

Supervise and participate in airport terminal and landside operations tasks including, but not limited to: managing and maintaining passenger, employee, and rental car parking facilities; managing and maintaining passenger drop off and pickup lanes; coordinating maintenance and installation of terminal and landside landscaping and general improvements; coordinating terminal janitorial services and facility maintenance; monitoring and ensuring proper function of terminal systems and components; coordinating with corporate and general aviation users and hangar keepers; coordinating with airlines and subcontractors regarding terminal operations; coordinating with and assisting other airport sections with airport operations and security responsibilities; communicating and ensuring security and safety guidelines are followed by airport users.

Supervise, plan, coordinate, and evaluate work of assigned personnel including workload scheduling and workflow; ensure accurate and efficient work completion; identify, evaluate, and resolve employee concerns; train employees and ensure compliance with airport and City policies and procedures; conduct performance appraisals and reward and discipline if needed; make staffing recommendations such as hiring and firing of personnel; maintain and review all assigned employee reports, work records, work specifications, and documentation; represent the City in varied meetings; make presentations; perform other related duties as required.

MINIMUM REQUIREMENTS: Bachelor's degree in Airport Management, Public Administration, Business Administration, or closely related field and 4 years professional airport operations experience **OR** 6 years of professional airport operations experience at medium-sized PART 139 hub airport **OR** an equivalent combination of education, training, and experience.


License(s)/Certification(s): A valid, lawful Driver License is required. Requires Airport Security Coordinator (ASC) certificate within 1 month of hire. AAAE or another recognized airport professional certification preferred.

SELECTION FACTORS: *Knowledge of:* applicable federal, state, and local laws, codes, rules, and regulations; airport and aircraft operations, facilities maintenance, and fixed-base operations; FAA, EPA, and TSA regulatory agency requirements, and other federal and state agencies; safety, security, and emergency responses; airport terminal and landside facility-related equipment; policies, procedures, and practices established for the work system; department budgetary and accounting processes; operations, functions, and terminology common to the work; basic English composition, spelling, and grammar. *Skill in:* managing and organizing work; supervising and training employees and others; practicing trust-building behaviors; using computerized equipment to gather data and detect issues. *Ability to:* quickly and objectively analyze and effectively resolve daily operations problems and potentially high stress and emergency issues; communicate effectively both orally and in writing; deal with the public and airport users in a pleasant, courteous, and calm manner in all circumstances; develop and maintain effective working relationships with the public, coworkers, and superiors; translate technical data and information into easily understood formats for presentation; present matters clearly and persuasively before public bodies, management, and employees; read, comprehend, and enforce in a positive manner airport facility rules and regulations; perform duties in a manner that demonstrates respect, integrity, courtesy, and kindness towards fellow workers, customers, and the general public; demonstrate a high level of commitment to the principles of positive customer service.

TOOLS AND EQUIPMENT USED: Computer, office equipment, radio, phone, heavy-duty snow removal equipment, tractors and farm implements, front-end loader, plows, friction testing equipment, surface scan sensors, runway electrical systems, and other related equipment.

PHYSICAL DEMANDS: Requires walking, bending, stooping, reaching, pushing, pulling, lifting 20-50 lbs., and physical strength and agility enough to perform work safely.

ENVIRONMENTAL FACTORS: Must be prepared to report to the airport during non-duty hours in response to aircraft emergencies, snow removal, or other situations. Regular exposure to adverse weather conditions, high noise levels, dangerous chemicals, high voltage, fumes, dust, and hazardous settings. May include exposure to high-stress situations, such as strict deadlines, angry airport users, and emergency situations. May require working long or odd hours. *Note: Employees of this class are subject to 24-hr on-call status.*



 Department Director

8/19/22

 Date



 Mayor/Chief Administrative Officer

8/24/22

 Date

NOTE: The above statements describe the general nature and level of work being performed by the person(s) assigned to this classification. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. Class specifications are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, change, or delete any and all provisions of this classification at any time as needed without notice. Reasonable accommodations may be made for otherwise qualified individuals who require and request such accommodation. This class specification supersedes earlier versions.