



CLASS TITLE: AIRPORT MANAGER - O'HARE

CHARACTERISTICS OF THE CLASS

Under general supervision from, and in coordination with the Deputy Commissioner, positions are part of the management team at O'Hare International Airport, managing airfield and landside operations and performing high level administrative functions in support of airport operations; and performs related duties as required

ESSENTIAL DUTIES

- Coordinates and manages the airport's airfield and landside operations during an assigned shift to ensure that airport operates safely and efficiently, and in compliance with Federal Aviation Administration (FAA) regulations and departmental operating and security procedures
- Conducts field observations of equipment and facilities and supervises and monitors work activities of department personnel working on the airfield side including airport operations staff engaged in the inspection of airfields (e.g., runways, taxiways, ramps, aeronautical lighting), ensuring minimal restrictions and disruptions to aircraft operations
- Analyzes equipment conditions, tracks and reports on vehicle usage and reviews and monitors related activities using the electronic logging system (ELS)
- Conducts inspections of landside areas, inspecting terminals to assess cleanliness, general appearance and internal climate control, checking escalators, people movers, and related equipment for proper operation, and ensuring security doors and systems are operating properly
- Responds to atypical and emergency airfield, terminal and landside situations, implementing required emergency and standard operating procedures, monitoring responders and actions taken and maintaining communications with appropriate airport personnel
- Participates and provides management input into the selection, performance evaluation and discipline of departmental staff
- Oversees attendance of subordinate personnel in required safety training programs and ensures compliance with annual certification of 14 CFR Part 139
- Monitors and ensures that requests for maintenance and repair work in terminal and landside areas are performed in a timely manner with minimal disruption to airport tenants, airline personnel and customers
- Contributes to the procurement process, providing information on the technical, equipment and service needs of the department for services such as snow removal, weather forecasting and other airfield support services; participates in the review of vendor proposals and contract bids
- Monitors and assesses the work and services of private vendors, determining compliance with contractual requirements and ensuring completed work complies with department's quality standards
- Reviews reports and investigates vehicle accidents on the airfield by department personnel, working with managers to address reasons for accidents and implementing procedures to prevent similar incidents
- Maintains working relationships with airport tenants, chairing tenant meetings for all parties to remain abreast of airport issues and working with tenants to resolve operational problems

- Coordinates the operational start of new airline service, coordinating work efforts with airline personnel to address all logistical issues to ensure efficient start-up of operations
- Attends meetings with FAA, construction contractors, and airline and department personnel to schedule, coordinate and monitor the progress of airport construction projects
- Reviews operations logs and related reports, prepares work schedules for airport operations staff and documents staff overtime, as required
- Maintains operating records and policies (e.g. Airport Emergency Plan, Certification Manual, Airfield Rules and Regulations) and prepares management reports on airport operations

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Graduation from an accredited college or university with a Bachelor's degree in Business Administration, Public Administration, Aviation Management or a directly related field, plus four years of work experience in airfield operations or in the aviation industry, of which two years are in a supervisory role related to the responsibilities of the position, or an equivalent combination of education, training and experience.

Licensure, Certification, or Other Qualifications

- A valid State of Illinois driver's license is required
- Must obtain advanced airfield driver certification within six months of hire
- Must be available to work regular work schedule and be available for on-call duty assignment that may include evenings, overnight, weekend and/or holiday hours

WORKING CONDITIONS

- Airport facility and general office environment
- Exposure to outdoor weather conditions
- Exposure to fumes or dust
- Exposure to loud noise

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer)
- Personal protective equipment (e.g. hard hat, shoes, safety glasses, vest)

PHYSICAL REQUIREMENTS

- Ability to climb staircases, ladders and access multi-level facilities

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Moderate knowledge of:

- applicable federal (e.g., FAA) , state, and local laws, regulations and guidelines
- applicable airport operations policies, procedures, rules and regulations
- airfield inspection and maintenance methods, practices, and procedures
- Microsoft Office suite (Word, Excel) and other applicable software applications
- airport emergency procedures
- airport security methods, practices and procedures
- airport layout

Knowledge of applicable City and department policies, procedures, rules, and regulations

Skills

- ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- CRITICAL THINKING – Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- RECOGNIZE PROBLEMS - Tell when something is wrong or is likely to go wrong
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- RECOGNIZE SPATIAL ORIENTATION – Know one's location in relation to the environment, or know where other objects are in relation to one's self

Other Work Requirements

- INITIATIVE - Demonstrate willingness to take on job challenges
- LEADERSHIP-Demonstrate willingness to take on job challenges
- ADAPTABILITY/FLEXIBILITY - Be open to change (positive or negative) and to considerable variety in the workplace
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks

- INNOVATION – Think creatively about alternatives, conceiving new ideas for and answers to work-related problems
 - ANALYTICAL THINKING – Analyze information and use logic to address work or job issues and problems
-

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
July, 2014