



Code: 7020
Family: Aviation
Service: Operation and Construction
Group: River, Harbor, and Transportation
Series: Airport Operation

CLASS TITLE: GENERAL MANAGER OF AIRPORT OPERATIONS

CHARACTERISTICS OF THE CLASS

Under direction, the class is managerial in nature planning and directing the operations of a functional area at O'Hare International Airport or Midway International Airport, and performs related duties as required

ESSENTIAL DUTIES

- Plans and directs the activities of a functional operating area at O'Hare or Midway Airport (e.g., Airside/Landside Operations, Security and Administration)
- Oversees and coordinates the work of area supervisors to ensure conformance to established schedules, governmental regulations and department policies
- Reviews and evaluates the work performance of supervisory personnel, recommending disciplinary action when needed
- Coordinates and participates in human resources activities (e.g., interviewing, employee relations)
- Directs and monitors training programs for subordinate staff to ensure adherence with Federal Aviation Administration (FAA) regulations and department work requirements
- Establishes and maintains operational budgets for assigned areas
- Develops and implements procedures to track budget expenditures and prepares financial reports
- Reviews work summaries submitted by supervisory staff and generates comprehensive activity reports
- Serves as liaison with airport tenants and concessionaires and responds to inquiries regarding the status of repair and maintenance issues
- Represents the department at meetings with federal, state, and local agencies

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, Aviation Management or a directly related field, plus five years of airport or airfield operations work experience, of which three 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 airfield certification within six months of hire

WORKING CONDITIONS

- General office environment
- Exposure to outdoor weather conditions
- 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, glasses, gloves, vest, pads)

PHYSICAL REQUIREMENTS

- Ability to operate automotive vehicles and related equipment
- Ability to climb staircases, ladders, and/or step stools

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**Knowledge**

Comprehensive knowledge of:

- *airport operations methods, practices, and procedures
- *applicable airport policies, procedures, rules, and regulations
- *airport inspection, maintenance, and repair policies, procedures, rules, and regulations

Considerable knowledge of:

- *applicable federal (e.g., FAA), state, and local laws, regulations, and guidelines
- *airport security and emergency procedures
- *airport layout

Moderate knowledge of:

- *budget preparation methods, practices, and procedures
- *centralized planning and scheduling activities
- *applicable computer software packages and applications
- *supervisory and management methods, practices, and procedures
- reading and understanding building plans and blueprints

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

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

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- *CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- MANAGEMENT OF FINANCIAL RESOURCES - Determine how money will be spent to get the work done and account for these expenditures
- MANAGEMENT OF PERSONNEL RESOURCES - Motivate, develop, and direct people as they work and identify the best people for the job
- TIME MANAGEMENT – Manage one’s own time and the time of others
- COORDINATION WITH OTHERS – Adjust actions in relation to others’ actions
- *JUDGMENT 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

Other Work Requirements

- INITIATIVE - Demonstrate willingness to take on job challenges
- LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
- DEPENDABILITY – Demonstrate reliability, responsibility and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
- INDEPENDENCE - Develop own ways of doing things, guide oneself with little or no supervision, and depend mainly on oneself to get things done
- INNOVATION - Think creatively about alternatives to come up with new ideas for and answers to work-related problems
- ANALYTICAL THINKING - Analyze information and using 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.

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Department of Human Resources
June, 2014
Minimum Qualifications updated: March, 2020