



Code: 7099
Family: Facilities
Service: Operation and Construction
Group: River, Harbor, and Transportation
Series: Airport Operation

CLASS TITLE: AIRPORT FACILITIES MANAGER

CHARACTERISTICS OF THE CLASS

Under general supervision, manages and oversees property management activities performed by in-house staff or provided by vendors to maintain airport terminals and related facilities at O'Hare International Airport or Midway International Airport, and performs related duties as required.

The position works an assigned shift but may be required to work different shifts to provide required 24/7 operational coverage.

ESSENTIAL DUTIES

- Conducts walk-throughs and inspects terminal facilities to assess cleanliness, safety and general appearance of all areas and to identify deficiencies
- Initiates work orders requesting additional maintenance and needed repairs from appropriate work groups and personnel
- Monitors planned construction projects in and around the airport including terminal areas ensuring airport tenants acquire required building permits and that necessary safety measures are in place
- Inspects areas under construction to ensure work complies with airport construction code standards and meets facility and safety requirements
- Ensures a well-managed and well-maintained facility, inspecting completed maintenance and repair work and working with in-house staff and contracted vendors to ensure standards are met
- Meets on a regular basis with airport tenants (e.g., airlines and concessionaires), contractors and departmental staff to review and discuss operational issues including safety, security, planned construction, general maintenance and structural repair needs
- Works closely with airport tenants, responding to and resolving concerns, issues or problems impacting on facility operations and the quality of service to customers
- Inspects food and retail concession areas for overall cleanliness and is authorized to issue sanitation notices in cases where improper refuse disposal, ventilation or other code violations are found
- Ensures that airport tenants comply with departmental and contractual regulations regarding the use and maintenance of terminal areas
- Responds and helps to coordinate department's response to emergency situations impacting on airport travel and passengers including adverse weather conditions and flight delays
- Maintains operating records on repairs and maintenance work completed and prepares related reports
- Acts as a liaison with local, state and federal agencies including U.S. Immigration and Customs (ICE) and Transportation Security Administration (TSA)
- Performs related duties as required

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, Property Management, Facilities Management, Construction Management or in a directly related field, plus five years of multipurpose facilities management experience, including two years of supervisory experience; 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 Basic Airfield Driver (YELLOW) Certification within 90 days of hire and maintain same Work Environment.

WORKING CONDITIONS

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

EQUIPMENT

- Standard office equipment (e.g., telephone/mobile device, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer)
- Communications equipment (e.g., two-way radio, pager system)

PHYSICAL REQUIREMENTS

- Ability to stand and walk for extended or continuous periods of time

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

Considerable knowledge of:

- *building and property management methods, practices, and procedures
- applicable maintenance and repair methods, practices, and procedures
- *management and supervisory methods, practices, and procedures

Moderate knowledge of:

- scheduling and coordination of preventive, repair, and maintenance activities
- applicable safety principles and practices
- building and property security methods, practices, and procedures
- manpower and equipment resource allocation

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, taking time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- *MONITORING - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- *MANAGEMENT OF MATERIAL RESOURCES - Obtain and see to the appropriate use of equipment, facilities, and materials needed to do certain work
- *MANAGEMENT OF PERSONNEL RESOURCES - Motivate, develop, and direct people as they work and identify the best people for the job
- EQUIPMENT MAINTENANCE - Perform routine maintenance on equipment and determine when and what kind of maintenance is needed

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
- REACH CONCLUSIONS - Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

Other Work Requirements

- LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
- 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
- INDEPENDENCE - Develop own ways of doing things, guide oneself with little or no supervision, and depend mainly on oneself to get things done

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
October, 2023