



**Code: 7002**  
Family: Public Safety  
Service: Operation and Construction  
Group: River, Harbor and Transportation  
Series: Airport Operations

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## **CLASS TITLE: SHIFT SUPERVISOR OF SECURITY COMMUNICATIONS CENTER**

### **CHARACTERISTICS OF THE CLASS**

Under general supervision, supervises staff and work operations at a municipal airport's security communications center during an assigned shift, monitoring airport communications relating to security and public safety activities and overseeing Aviation Communications Operators engaged in receiving calls and dispatching requests for police, security/access control, fire suppression and emergency medical services; and performs related duties as required

### **ESSENTIAL DUTIES**

- Monitors calls received and dispatched by Aviation Communications Officer for quality assurance and adherence to established protocols, using a designated supervisory computer aided dispatch console to listen to and assess responses of staff
- Makes daily work assignments and ensures proper staffing of center 's consoles, including security, access control, police and fire stations computer aided dispatch consoles
- Updates and briefs staff at start of shift on previous shift's reported incidents, upcoming airport activities and other information with potential impact on communication center's call taking, monitoring and dispatching operations
- Initiates page notifications to inform designated management personnel including key department heads, city officials, airline representatives and Transportation Security Administration (TSA) officials of emergency situations or hazardous weather conditions affecting airport facilities airside and landside operations
- Monitors center's communications activities and ensures staff follows established protocols in prioritizing the dispatching of public safety resources in response to emergency response incidents, and requests for police, fire and security services
- Responds to emergency situations or escalated calls for public safety services, following established protocols and directing staff to ensure a coordinated response from police, fire and security responders
- Notifies contractors and vendors of reported equipment malfunctions at security and access control checkpoints throughout airport facilities
- Prepared daily work report to document shift's work activities
- Addresses and documents performance problems and initiates disciplinary actions as required
- Notifies supervisor of emergency situations, escalated police, fire or security incidents and other incidents requiring an emergency management response

**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**

- High School Diploma or equivalent certificate (GED), plus four years of work experience in dispatching security or emergency services calls to public safety or security personnel.

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**Licensure, Certification, or Other Qualifications**

- Must obtain Emergency Medical Dispatch certification from the State of Illinois within six months of hire.
- Must obtain Law Enforcement Agencies Data System (LEADS) certification from the State of Illinois within six months of hire.
- Successful candidates must pass a drug screen and a background investigation. Persons offered employment must pass all pre-employment exams prior to appointment.

**WORKING CONDITIONS**

- Communications Center facility environment

**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, modems)
- Computer-aided dispatcher system (e.g., headset, two-screen computer console with interactive mapping display, touch-screen telephone and radio controllers, instant recall recording devices)

**PHYSICAL REQUIREMENTS**

- No specific requirements

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

Considerable knowledge of:

- \*communications equipment and devices including radio, telephone, and computer-aided dispatch communications systems and their operation
- \*general emergency communications and dispatch procedures and protocols
- \*airport security rules and regulations
- \*airport security, access control, police and fire communications operations

Some knowledge of:

- supervisory methods, practices and procedures
- Transportation Security Administration (TSA) airport security regulations
- geographical layout of airport's airside and landside facilities

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
- \*COORDINATION WITH OTHERS - Adjust actions in relation to others' actions

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- \*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
- CONCENTRATE - Concentrate on a task over a period of time without being distracted
- 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
- MAKE SENSE OF INFORMATION - Quickly make sense of, combine, and organize information into meaningful patterns

**Other Work Requirements**

- INITIATIVE - Demonstrate willingness to take on job challenges
- CONCERN FOR OTHERS - Demonstrate sensitivity to others' needs and feelings and be understanding and helpful on the job
- 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

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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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City of Chicago  
Department of Human Resources

Date: August, 2010