



Code: 7052
Family: Aviation
Service: Operation and Construction
Group: River, Harbor, and Transportation
Series: Airport Operation

CLASS TITLE: SHIFT SUPERVISOR OF AIRPORT GROUND TRANSPORTATION

CHARACTERISTICS OF THE CLASS

Under general supervision, oversees the daily ground transportation work activities at the City's airports on an assigned shift; and performs related duties as required

ESSENTIAL DUTIES

- Coordinates the movement of ground transportation vehicles (e.g., taxicabs, buses, limousines) traveling on airport roadways and curb front loading zones
- Monitors planned construction projects to ensure minimum impact on airport roadways
- Mediates and participates in the resolution of traffic disputes with operators of motor vehicles
- Drafts responses to incoming complaints from the general public and commercial transportation companies
- Coordinates work schedules of staff on an assigned shift to ensure adequate coverage
- Identifies training needs for staff and provides input into performance evaluations
- Compiles ground transportation activity reports for an assigned shift and forwards for inclusion into comprehensive progress reports
- Maintains administrative and operational records
- Participates in the department's response to emergency situations relative to terminal roadways and loading zones, as required

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

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Two years of traffic control work 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

WORKING CONDITIONS

- Exposure to outdoor weather conditions

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Communication equipment (e.g., two-way radio, pager system)
- Flashlight, safety vest

PHYSICAL REQUIREMENTS

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

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

Moderate knowledge of:

- *ground traffic control operations
- *vehicle traffic flow patterns, problems and responses
- *traffic safety principles and practices

Some knowledge of

- *basic computer software packages and applications

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
- MONITORING – Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- COORDINATION WITH OTHERS – Adjust actions in relation to others' actions
- NEGOTIATION – Bring others together and trying to reconcile differences

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

Other Work Requirements

- DEPENDABILITY – Demonstrate reliability, responsibility and dependability and fulfill obligations
- INDEPENDENCE - Develop one's 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, 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.

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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
November, 2017