



**TRI-CITIES AIRPORT AUTHORITY  
JOB DESCRIPTION**

**POSITION: COMMUNICATIONS CENTER SPECIALIST**

Classification: Non-Exempt	Department: Public Safety
Reports to: Chief of Public Safety, Captain	Effective Date: January 2025

**I. JOB SUMMARY**

Monitor and operate the computer-based security access control system and communications center systems as a function of the duties of the TCAA Department of Public Safety.

**II. ORGANIZATIONAL RELATIONSHIP**

Reports to: Chief of Public Safety, Captain

**III. REPRESENTATIVE DUTIES AND RESPONSIBILITIES (Essential: 95%)**

- A. Responsible for continuous monitoring and operation of the security access control system. Monitor and control system using computer interface. Acknowledge alarms, and remotely control doors and gates. Monitor fire/security alarm devices for private hangars.
- B. Monitor, control, and maintain Closed Circuit Television equipment, camera, monitors, and audio/video recording devices.
- C. Dispatch Public Safety personnel as needed in response to alarms, requests for assistance, and emergency response calls.
- D. Under the general direction of the Chief of Public Safety or on-duty supervisor, implement recall/notification checklists in accordance with the Airport Emergency Plan.
- E. Maintain daily activity log and report needed repairs in a timely manner.
- F. Answer Public Safety Department's telephone lines. Receive requests for service via telephone and radio systems. Take messages, make, and transfer calls for Public Safety personnel on duty.
- G. Initiate and receive calls to coordinate emergency and non-emergency interaction between Public Safety Department and other law enforcement/emergency service agencies.
- H. Maintain daily activity log and report needed repairs in a timely manner.
- I. Answer telephones calls for Airport Services Counter after their hours of operation.

**IV. NON-ESSENTIAL DUTIES: (5%)**

- A. Maintain daily records of arrivals and departures of commercial flights, noting type of equipment used and adherence to scheduled times. Conduct various surveys as requested and coordinated by supervisor.
- B. Perform routine cleaning of work area and equipment, to include vacuuming, dusting, appliance cleaning, and window cleaning.
- C. Perform other duties as assigned by supervisor.

## **GENERAL DUTIES AND RESPONSIBILITIES**

- A. Use verbal and written instructions to perform duties.
- B. Demonstrate good judgment and courtesy when dealing with the public, tenants, and TCAA employees in a courteous and professional manner.
- C. Respond to being called-in during non-scheduled hours to respond to any situation related to the responsibilities of the position, or any situation determined necessary by supervisor. Work schedules may include weekends and nights when assigned, and occasional overtime.
- D. Responsible for proper use and security of issued keys and access media badges which permit entry into secured areas of the airport. Shall be fully responsible for all issued uniforms, materials, and equipment.
- E. Maintain professional appearance and wear appropriate uniforms as directed by supervisor.
- F. Conduct proper two-way radio communication procedures in a professional manner with all personnel on TCAA and FAA radio frequencies.
- G. Shall be prohibited from being under the influence of alcohol or drugs while on duty.

## **EDUCATION AND SKILL REQUIREMENTS**

- A. Must be able to read and write effectively.
- B. Must be able to effectively communicate verbally.
- C. Ability to follow verbal and written directions.
- D. Possess a high school diploma or General Equivalency Diploma.
- E. Pass a position specific physical and psychological examination.
- F. Successfully complete a two-week online Public Safety Telecommunicator course within the first year of employment.
- G. Possess intermediate computer and MS Office knowledge and the ability to learn basic computer systems.

## **WORKING CONDITIONS/ENVIRONMENT**

Work is performed in a well-lighted, climate-controlled, and ventilated building. Physical demands are limited to minimal reaching and stretching, with movement restricted to immediate work area. Infrequent lifting of up to 20 lbs. Must be able to sit for prolonged periods, possess excellent hearing and communication skills. Ability to use telephones and radios to effectively communicate. Ability to use multiple communication systems simultaneously. Monitoring and operation of computer/CCTV monitors and equipment for prolonged periods. Part time employment position averaging 18 to 30 hours per week. Position is covered twenty-four hours per day using eight-hour shifts. Must be able to workdays, nights, weekends, and holidays.