



**TRI-CITIES AIRPORT AUTHORITY
JOB DESCRIPTION**

POSITION: AIRPORT OPERATIONS SUPERVISOR

Classification: Exempt	Department: Operations
Reports to: Airport Operations Manager	Effective Date:

JOB SUMMARY

This position is a supervisor level position, and under direct supervision of the Airport Operations Manager. This position supervises assigned Operations Department staff to ensure and maintain airport compliance with Federal Aviation Regulation (FAR) Part 77 and 139, Transportation Security Regulation (TSR) Part 1542, and all other applicable statutes, regulations and requirements. Additionally, this position assists in maintaining the Airport Certification Manual (ACM), Airport Security Program (ASP), Part 139 and 1542 records, and coordinates with the FAA and TSA. Provides operational support to the public, airport tenants, and authority personnel. Operates various computer software applications and performs related work as required. The nature of the work performed requires that an employee in this class interact with other Authority employees, airport tenants, vendors, and the public. Employee must be capable of prioritizing several tasks concurrently.

ORGANIZATIONAL RELATIONSHIP

Reports to: Airport Operations Manager

REPRESENTATIVE DUTIES AND RESPONSIBILITIES

- Participate in the selection of Operations personnel, provide or coordinate staff training, work with employees to identify and resolve problems, assign work activities, monitor workflow, motivate and evaluate employees and implement discipline procedures as needed.
- Supervises and performs basic airport badging functions. Conducts record checks, processing documents, and issues badges including entry into computerized systems and filing of badging records.
- Trains and tests airport employees on SIDA, non-movement, and movement area operating procedures.
- Maintains current knowledge of all Tri-Cities Airport Authority rules, regulations, directives, and policies.
- Assists in maintaining personnel training in accordance with the ACM and ensures that all airport operations comply with FAR Part 139, Part 77, TSR Part 1542, and other applicable federal, state, and local statutes and regulations.
- Assists in maintaining the ACM and ensure that it always complies with applicable FAA standards.
- Assists in maintaining the ASP and ensure that it always complies with applicable TSA standards.



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- Supervises operations to ensure FAA and TSA standards are maintained, including Advisory Circulars, Cert Alerts, Security Directives, and other FAA guidance.
- Conducts periodic, daily, and as necessary, continuous inspections of runways, taxiways, and other airport facilities to identify and document damage, deterioration, debris, and other unsafe or non-compliant conditions.
- Supervises the Airport Operations Center (AOC) on assigned shift.
- Coordinates with airport departments on airfield repairs, airfield lighting, janitorial, maintenance of the terminal and grounds, parking, and ground transportation.
- Assists in establishing policies, procedures, directives, and practices governing the operation of airport terminals, runways, roads, and grounds.
- Reports to and confers with airlines, tenants, FAA representatives and others on operation matters and takes or recommends appropriate actions.
- Responds to staff, tenant, and customer questions and requests regarding airside and landside operation issues.
- Supervises assigned operations staff and assigns responsibilities during their assigned shifts, ensuring the safety and security of the public, tenants, and airport staff.
- Coordinates the use of airport facilities by air carriers, air cargo, military, and charter aircraft operators.
- Coordinates and monitors airport construction activities. Maintains safety and security standards for all airport construction activities.
- Monitors and ensures safe vehicle operations on movement and non-movement areas.
- Implements wildlife control procedures and ensures compliance with the Airport's Wildlife Hazard Management Plan and applicable Federal and State regulations. Including the use of pyrotechnics.
- Implements snow and ice control procedures and ensures compliance with the Airport's Snow and Ice Control Plan.
- Issues and files Notices to Air Missions (NOTAMs) to report all conditions that impact the safe operations of aircraft and ensures that they are promptly communicated to the FAA, air carriers, and other airport users.
- Enforces compliance with the Airport Rules and Regulations and the Airport Security Plan through the Violation Notice Program.
- Responds to aircraft emergency, and medical calls on assigned shift.
- Performs customer service functions in the airport including passenger assistance and crowd control.
- Performs other functions as requested by the Airport Operations Manager or Director of Operations to ensure compliance and the safety and security of airport tenants and the public.
- Assists with Charter Operations as needed.
- Other duties, as assigned.



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REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of job-relative FAA and TSA regulations.
- Knowledge of customer service principles and practices.
- Skill in the maintenance of files and records.
- Excellent verbal and written communication skills.
- Excellent computer skills.
- Proficiency in the use of a personal computer is necessary, including skills in Microsoft Word, Excel, and PowerPoint.
- Excellent interpersonal skills.
- This position requires skills in prioritization, organization, verbal communication, and interpersonal relations.
- Ability to establish and maintain effective working relationships with coworkers, supervisors, and the public.
- Ability to manage multiple projects simultaneously.
- Ability to plan, organize, and set priorities.
- Ability to professionally communicate, clearly and precisely, both orally and in writing, under varying degrees of demand and urgency.

EDUCATION AND EXPERIENCE

- Graduation from an accredited college or university with a bachelor's degree in aviation management, business administration, or a related field preferred; or in lieu of a degree, a minimum of two years of full-time work experience at a commercial service airport performing functions of a similar nature.
- Minimum of two years of operations experience at a Part 139 certified airport.

CERTIFICATION REQUIREMENTS

- Accredited Airport Employee (ACE) Operations through the American Association of Airport Executives (AAAE), or the ability to complete within two years of hire.
- Certified Member (CM) through the AAAE, or the ability to complete within four years of hire.

WORKING CONDITIONS/ENVIRONMENT

- The employee regularly lifts and/or moves up to 25 pounds and occasionally lifts and/or moves up to 50 pounds.
- The noise level in the outside environment can be moderate to loud based on the location or the aircraft movement in the area.
- Physical activities include climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, lifting, talking, hearing, grasping, and repetitive motions.



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- Specific vision abilities include close, distance, color, peripheral vision, and depth perception. This employee is required to have visual acuity to analyze data and figures and operate a computer.
- Mental and visual demands are high and vary with functions performed. Consistent mental attention is needed to respond safely and efficiently.
- Attentiveness to work procedure in order to reduce potential risk of injury in work areas.
- This employee is subject to inside and outside environmental conditions, including extreme hot and cold weather, noise, physical hazards, and narrow passageways.
- Uncommon tours of duty may be required depended on the airport's operational needs and staffing levels.
- On-call 24 hours 7 days a week. May have to work longer hours to complete responsibilities and assignments.
- Will be subject to recall after normal duty hours.
- Professional attire, grooming, and demeanor required.

WORK SCHEDULE

- This regular full-time position requires forty hours per week with a flexible/rotating schedule. Position is subject to callback in the event of an emergency or irregular operations.

OTHER REQUIREMENTS

- Work required at other times for training, special events, irregular operations, inclement weather, and emergencies.
- This position is required to be onsite for winter weather events.
- Primary job functions require in-person/on-site work.
- This position is deemed essential.
- Must successfully pass and maintain an active Security Threat Assessment (STA) and Criminal History Records Check (CHRC). Certain convictions will disqualify individuals from unescorted access privileges and therefore exclude them from employment.
- Must obtain and maintain Non-Movement and Movement Area Driver's endorsement within 90 days of employment.
- Must become an Airport Security Coordinator (ASC) within 90 days of employment.
- Must obtain and maintain Airport Rescue and Fire Fighting (ARFF) certification within 180 days of employment.
- Must obtain and maintain basic Emergency Medical Responder (EMR) certification within 180 days of employment.
- This position must have a valid driver's license at all times, and be able to drive various locations, on and off airport premises.