

POSITION TITLE: OPERATIONS COORDINATOR

DEPARTMENT	Operations	SALARY RANGE	\$56,789- \$76,833
REPORTS TO	Operations Director	FLSA STATUS	Exempt
SUPERVISES	N/A	DATE OF REVISION	12/2021

POSITION SUMMARY

The Operations Coordinator ensures the day-to-day safety and security of the airport operations through inspections of the airfield, security badging, escorting on the airfield in a manner that provides a safe and secure environment and a high level of customer service for airport tenants and users. Responsible for establishing a safe workplace framework by developing, implementing and administering the Safety Management System (SMS) for the Airport. Executes the environmental and wildlife plans and program and monitors the noise program. The position is also responsible for the initial preparation and continual coordination of construction projects, system changes, equipment installation, infrastructure repairs, replacement, remodel. The position reports to the Operations Director and works at the direction of that position based on current priorities of projects. This role will collect data on project progress, noise issues, and tenant requests that are evaluated to identify trends, issues, and opportunities. The Operations Coordinator may also perform project management functions to ensure compliance, safety and security of airport projects. Assists in implementation of the Airport Authority’s Strategic Business Plan, Master Plan, and annual business objectives.

FUNCTIONAL RESPONSIBILITIES

- Daily airfield inspections
- Tenant liaison
- Regulatory compliance
- Security compliance
- Airfield maintenance management
- Minimum Business Standards compliance oversight Environmental and Wildlife Program
- Escorting on airfield
- Safety Management System Program administration
- Noise program execution
- Preparation and coordination of construction and repair of infrastructure and systems.
- Project task execution
- Assist oversight of operations intern

ESSENTIAL DUTIES

- Implement measures to ensure day-to-day safety, security and maintenance of the Airport
- Implement procedures and ensure compliance with federal and state regulations pertaining to airport safety, maintenance, and security
- Establish safety goals and policies and champion a safety conscious work culture through constant assessment, vigilance, risk management, training, and communication. Define the environment in which safety protocols can be implemented.
- Develop and implement the Safety Management Program and evaluate the continued effectiveness of safety strategies. Optimize emerging safety trends, practices, and standards
- Escort and oversee contractors and construction projects landside and on airside, ensuring a safe and secure environment

- Inspect and conduct minor repairs on Custom and Border Protection Facility/Incinerator/Kiosk.
- Verify the proper billing of aircraft utilizing CBP facility
- Contact, schedule, and escort contractors used for major facility and equipment repair
- Initial preparation and continual coordination of construction projects, system changes, equipment installation, infrastructure repairs, replacement, and remodel
- Coordinate project scope, goals, standards, priorities, timeline for contractors and outside consultants and ensure proper documentation, schedule and cost is maintained
- Use appropriate judgment to provide response for emergencies, security, or maintenance issues requiring immediate attention
- Conduct airfield inspections independently with accuracy
- Issue NOTAMs in accordance with FAA requirements
- Manage the integration of security program requirements and make recommendations for continuous improvements
- Train and test contract security staff, respond to calls
- Issue security badges, and maintain the security database, and conduct audits
- Assist with monitoring the noise program including managing the noise hotline, administering the ANOMS, analyzing data and trends, and generating reports
- Assist in the management of contracts and agreements for security and maintenance services and equipment
- Conduct facility, equipment, infrastructure & services inspections and communicate concerns or remedies to affected parties
- Maintain safe airfield and landside environment by reduction of environmental hazards through landscaping, grounds maintenance, maintenance and repair of irrigations systems, and removal of debris to reduce hazards for airport operations
- Develop SOP's related to safety, security, and maintenance responsibilities
- Manage replacement and repair of equipment and materials including airfield lighting, signs, navigational aids, gates, small business machines, etc.
- Execute environmental and wildlife management plans
- Remain on-call 24/7, rotating responsibility with Operations Department personnel
- Resolve tenant and user complaints related to security, safety, or maintenance or refer matters as appropriate to other Airport personnel
- Collect, manage, and analyze data on project progress, noise issues, and tenant requests that are evaluated to identify trends, issues, and opportunities
- Assist with project management by project analysis and inspection
- This position may be deemed to be an essential employee and be required to respond to all emergencies, including airport incidents during all hours.
- Perform light maintenance on airfield including grounds maintenance
- Assist with website content management
- Ensure compliance with minimum business standards

CORE COMPETENCIES

- Technical – Demonstrates considerable knowledge of policies and procedures related to modern airport business operations, security practices and technology
- Regulatory – Possesses considerable knowledge of all regulations and statues governing operation of a public use airport
- Initiative – Generates ideas for improvement and takes initiative to help meet the Authority's mission, vision, and goals and objectives
- Teamwork – Shows commitment to the team's purpose and goals

- Interpersonal skills – Promotes a productive culture by valuing self and others; ability to maintain effective relationships with fellow employees, airport tenants, contractors, vendors, stakeholders, and regulatory agencies
- Decision making – Uses sound judgment to make informed decisions. Ability to exercise judgment and discretion in establishing, applying, and interpreting policies and procedures
- Judgement – Ability to use independent judgment and to act decisively in emergencies
- Motivation – Displays energy and enthusiasm to approaching the job
- Communication – Expresses ideas effectively, listens actively. Requires excellent communication and collaboration skills.
- Integrity – Adheres to policies and procedures, applicable laws, codes, and regulations
- Accountability – Demonstrates a willingness to accept full responsibility in meeting airport goals and objectives

EDUCATION AND/OR EXPERIENCE

- Bachelor’s degree (B.A.) or equivalent from a four-year college or university
- Equivalent combination of education and experience with a minimum of three (3) years of related experience and/or training. An AAEE Certified Member certification equates to 2 (two) years of experience.

LICENSE OR CERTIFICATIONS

- Must possess and maintain a valid State of Florida Driver’s License with a good driving record.

WORK ENVIRONMENT

NORMAL HOURS/ DAYS OF WORK	8:00 a.m. to 4:30 p.m., Monday through Friday
DESCRIPTION OF DAILY WORK ENVIRONMENT	Work area is located outdoors throughout the airfield and Airport property, private or semi-private office space is provided in the Airport Administrative Offices.
KEYS, AIRPORT PROPERTY AND ACCESS PROVIDED	Keys, Property Access Badge Airfield Access – Driving privileges

PHYSICAL DEMANDS: THE PHYSICAL DEMANDS DESCRIBED HERE ARE REPRESENTATIVE OF THOSE THAT MUST BE MET BY AN EMPLOYEE TO SUCCESSFULLY PERFORM THE ESSENTIAL FUNCTIONS OF THIS POSITION. REASONABLE ACCOMMODATIONS MAY BE MADE TO ENABLE INDIVIDUALS TO PERFORM THE ESSENTIAL FUNCTIONS.

PHYSICAL DEMANDS

STAND/WALK	Frequent walking and standing within Airport grounds and buildings
SIT	For most job tasks at a standard desk with a business chair; at meetings; to drive; to meet with others in their offices.

TALK/LISTEN	To be able to orally communicate with staff, employees and others.
DEXTERITY	To be able to write, use the computer and the telephone.
CLIMB/BALANCE	To be able to reach items of height with supportive assistance, such as a ladder.
STOOP/CRAWL/ KNEEL/CROUCH	To be able to access and repair items in low places or confined spaces.
LIFT/MOVE/ PUSH/PULL	To be able to move supplies, materials and equipment up to 50 lbs.
VISION	To be able to use a computer (30-40 % of the workday is spent at the computer); to read and write.

EMPLOYEE ACKNOWLEDGEMENT

I have reviewed my position description, understand the responsibilities and have received a copy.

(Print your name)

(Date)

(Signature)