



**Code: 4201**  
Family: Facility  
Service: Operation and Construction Service  
Group: Building, Custodial and Operation Group  
Series: Custodial

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## **CLASS TITLE: LANDSIDE OPERATIONS MANAGER**

### **CHARACTERISTICS OF THE CLASS**

Under general supervision, coordinates and oversees traffic monitoring activities at the City's airports, and performs related duties as required

### **ESSENTIAL DUTIES**

- Inspects airport terminal roadways to identify safety hazards and general physical conditions
- Oversees and monitors the work of contracted ground transportation personnel responsible for the orderly movement of public vehicles (e.g., taxicabs, buses, limousines)
- Assigns personnel to locations throughout the terminal to minimize traffic congestion during peak travel times and atypical incidents (e.g., inclement weather conditions, airport evacuations, protests)
- Interprets and applies municipal ordinances and local traffic rules relative to landside operations
- Responds to incoming customer complaints and provides technical assistance in resolving disputes between the general public and operators of motor vehicles
- Updates and maintains records and generates reports on ground transportation activities including the status of inoperable vehicles
- Conducts and facilitates training for subordinate staff and prepares performance evaluations

**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**

- Three years of traffic control work experience of which one year is in a supervisory role related to the responsibilities of the positions, or an equivalent combination of education, training and experience

#### **Licensure, Certification, or Other Qualifications**

- A valid driver license from the State of Illinois is required

### **WORKING CONDITIONS**

- Exposure to outdoor weather conditions

### **EQUIPMENT**

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine)
- 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

- \*supervisory methods, practices, and procedures
- \*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
- TIME MANAGEMENT – Manage one's own time or the time of others
- 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**

- INITIATIVE - Demonstrate willingness to take on job challenges
- LEADERSHIP – Demonstrate willingness to lead, take charge and offer opinions and direction
- COOPERATION – Be pleasant with others on the job and display a good-natured, cooperative attitude
- INDEPENDENCE – Develop own ways of doing things, guide oneself with little or no supervision and depend mainly on oneself to get things done

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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.

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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  
August, 2017