



**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 (3) years of traffic control work experience, of which one (1) year is in a supervisory role related to the responsibilities of the positions, **OR**
- Graduation from an accredited college with an Associate's degree or higher, PLUS one (1) year of traffic control work experience, of which one (1) year is in a supervisory role related the responsibilities of the positions

#### **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

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.

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  
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