CLASS TITLE: **Manager of Security Communications Center**

CHARACTERISTICS OF THE CLASS: Under direction, manages and directs the operations and activities of the Command, Control and Crisis Management Center in the Department of Aviation; and performs related duties as required.

ESSENTIAL DUTIES: Plans, supervises and coordinates the activities of the Dispatch, Crisis and ID Badging Center at O'Hare Airport to assure that safety and security communications conform to federal, state and municipal guidelines; supervises the overall functions of the O'Hare Communications Center (OCC) including dispatching and access control management; serves as a liaison with other departmental sections, safety and security organizations, airlines and governmental agencies in regard to the functions and operations of the OCC; directs data processing and computer programming activities to ensure quality, relevancy and timeliness of data; interviews new employees and coordinates training of OCC staff; collects and analyzes data and statistics on communications systems management; develops strategies and procedures to improve the overall efficiency of access control, dispatching and data processing equipment related to OCC functions; responds to emergency needs of safety and security operations; generates reports on overall activities of the section.

RELATED DUTIES: Develops plans for installation of new communications hardware and software for the OCC; modifies existing equipment as necessary.

MINIMUM QUALIFICATIONS:

<u>Training and Experience</u>. Five years of experience in dispatching security and/or emergency personnel, including two years of directly related supervisory experience, or an equivalent combination of training and experience.

<u>Knowledge, Abilities and Skill</u>. Considerable knowledge of airport security rules and regulations. Considerable knowledge of applicable federal and municipal laws and ordinances. Considerable knowledge of airport layout. Considerable knowledge of the operation and management of a communication management center.

CLASS TITLE: **Manager of Security Communications Center (Cont'd)**

Ability to manage and direct the operations and activities of a communications management center. Ability to develop strategies and procedures designed to improve the overall efficiency of access control, dispatching and data processing services.

Considerable skill in managing a telecommunications center. Good oral and written communication skills.

Working Conditions. Inside: Varies from occasional abnormal variations in temperature to unavoidable fumes, noise dust and atmospheric conditions.

Equipment. Two-way radio, Computer Aided System and standard office equipment.

NOTE: While the list of essential duties is intended to be as inclusive as possible, there may be other duties which are essential to particular positions within the class.

City of Chicago

Department of Personnel
November, 1995
(Minimum Qualifications Revised May, 2007)