



Code: 7004

Family: Public Safety

Service: Operation and Construction

Group: River, Harbor and Transportation

Series: Airport Operation

CLASS TITLE: MANAGER OF SECURITY COMMUNICATIONS CENTER

CHARACTERISTICS OF THE CLASS

Under direction, manages staff and work operations at either O'Hare or Midway Airport's Security Communications Center, monitoring airport communications relating to security and public safety activities, and performs related duties as required

ESSENTIAL DUTIES

- Directs and coordinates the activities of a Communication Center at an assigned airport (e.g., O'Hare or Midway) to ensure that safety and security communications conform to federal, state and municipal guidelines
- Directs Shift Supervisors responsible for monitoring airport communications relating to security and public safety activities and overseeing an assigned shift of Aviation Communications Operators engaged in receiving calls and dispatching requests for police, security/access control, fire suppression and emergency medical services
- 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 Communication Center
- Oversees the initiation of page notifications to inform designated management personnel including key department heads, city officials, airline representatives, Transportation Security Administration (TSA) officials of emergency situations or hazardous weather conditions affecting airport facilities airside and landside operations
- Directs data processing and computer programming activities to ensure quality, relevancy and timeliness of data
- Collects and analyzes data and statistics of communications system management
- Develops strategies and procedures to improve the overall efficiency of access control, dispatching and data processing equipment related to operations
- Directs the response of emergency situations or escalated calls for public safety services, following established protocols and directing staff to ensure a coordinated response from police, fire and security responders Manages and participates in the development of section activity reports
- Manages emergency response incidents ensuring all pertinent parties (e.g., police, fire, security) are notified
- Assists in the development and implementation of protocols and standard operating procedures for dispatching operations and monitors work operations to ensure efficient use of resources
- Writes performance evaluations; issues counseling forms/disciplinary actions; and responds to employee complaints and grievances
- Assists in establishing performance measures, productivity and quality work standards
- Oversees the training of staff on operating work procedures and the use of communications and dispatch systems, radios and other computerized equipment

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**

- High School Diploma or equivalent certificate (GED), plus five (5) years of work experience in dispatching security or emergency services calls to public safety or security personnel, of which one (1) year is in a supervisory role related to the responsibilities of the position

Licensure, Certification, or Other Qualifications

- Must obtain Emergency Medical Dispatch certification from the State of Illinois within six months of hire
- Must obtain Law Enforcement Agencies Data System (LEADS) certification from the State of Illinois within six months of hire
- Successful candidates must pass a drug screen and a background investigation. Persons offered employment must pass all pre-employment exams prior to appointment

WORKING CONDITIONS

- Communications Center facility environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer)
- Computer-aided dispatcher system (e.g., headset, two-screen computer console with interactive mapping display, touch-screen telephone and radio controllers, instant recall recording devices)

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**Knowledge**

Comprehensive knowledge of:

- *communications equipment and devices including radio, telephone, and computer-aided dispatch communications systems and their operation
- *general emergency communications and dispatch procedures and protocols
- *airport security rules and regulations
- *airport security, access control, police and fire communications operations
- departmental work operations (e.g., type of equipment and work crews used in the field and emergency and incident protocols)

Moderate knowledge of:

- *Transportation Security Administration (TSA) airport security regulations
- geographical layout of airport's airside and landside facilities

Some knowledge of:

- *supervisory methods, practices and procedures

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
- *CRITICAL THINKING – Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- *COMPLEX PROBLEM SOLVING – Identify complex problems and review related information to develop and evaluate options and implement solutions
- *MANAGEMENT OF PERSONNEL RESOURCES – Motivate, develop, and direct people as they work and identify the best people for the job
- *MONITORING- Monitor and assess performance of one's self, other individuals, or organizations
- *OPERATION AND CONTROL – Control operations of equipment or systems
- *COORDINATION WITH OTHERS – Adjust actions in relation to others' actions
- *CUSTOMER SERVICE SKILLS – Interact and communicate with customers in a courteous and helpful manner, speaking clearly and distinctly

Other skills as required for successful performance in the Shift Supervisor of Security Communications Center class

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
- MAKE SENSE OF INFORMATION – Quickly make sense of, combine, and organize information into meaningful patterns
- ORGANIZE INFORMATION – Arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations)
- REASON TO SOLVE PROBLEMS – Apply general rules to specific problems to produce answers that make sense

Other abilities as required for successful performance in the Shift Supervisor of Security Communications Center class

Other Work Requirements

- INITIATIVE - Demonstrate willingness to take on job challenges
- LEADERSHIP – Demonstrate willingness to lead, take charge, and offer opinions and direction

CLASS TITLE: MANAGER OF SECURITY COMMUNICATIONS CENTER

- CONCERN FOR OTHERS - Demonstrate sensitivity to others' needs and feelings and be understanding and helpful on the job
- ADAPTABILITY/FLEXIBILITY - Be open to change (positive or negative) and to considerable variety in the workplace
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
- STRESS TOLERANCE – Accept criticism and deal calmly and effectively with high stress situations

Other characteristics as required for successful performance in the Shift Supervisor of Security Communications Center class

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.

City of Chicago
Department of Human Resources
March, 2016; May, 2025