



Code: 7009
Family: Public Safety
Service: Public Safety
Group: Fire Service
Series: Emergency Communications

CLASS TITLE: AVIATION COMMUNICATIONS OPERATOR - TRAINER

CHARACTERISTICS OF THE CLASS

Under supervision, coordinates activities and conducts training for new and current aviation communications staff working at O'Hare or Midway Communications Center; and performs related duties as required

ESSENTIAL DUTIES

- Conducts classroom and on-the-job training in the operation of radio, telephone, camera system, access control, and computer aided dispatch system for new aviation communications operator staff
- Conducts training on airfield geography (e.g., cargos areas, runways, landside buildings) to become accustomed with airport jurisdictions and terminal buildings
- Develops, maintains, and implements course curriculums, lesson plans, course objectives, training modules and tests under the oversight of a Shift Supervisor of Security Communications Center
- Prepares new and refresher training materials (e.g., handouts, manuals, notices, bulletins, etc.) under the oversight of a Shift Supervisor of Security Communications Center
- Instructs staff on standard airport emergency operations, policies, procedures, and directives
- Tracks continuing education courses completed by staff to ensure compliance with certification, city, and state requirements
- Attends continuing education courses and training classes to maintain current on airport communications industry operations and standards
- Creates and maintains training records
- When not performing training as the primary job responsibility, will perform Aviation Communications Operator duties as assigned by receiving and dispatching requests for police, security, fire suppression and emergency medical services at the airport
- Maintains proficiency in job functions performed by Aviation Communications Operators

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 three (3) years of work experience dispatching security or emergency services calls to public safety or security personnel of which at least two (2) years of work experience has been as an Aviation Communications Operator with the City of Chicago

Licensure, Certification, or Other Qualifications

- Emergency Medical Dispatch certification
- Record of prior successful experience in training Aviation Communications Operator personnel is required for successful bidders prior to appointment

WORKING CONDITIONS

- O'Hare and Midway Communications Center facility environment
- Assignment duty hours may be anytime. Department operates twenty-four (24) hours a day, every day of the year, including weekends and recognized holidays

EQUIPMENT

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

PHYSICAL REQUIREMENTS

- Ability to sit for extended periods of time

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

Moderate knowledge of:

- geographical layout of airport's airside and landside facilities
- developing training curriculums, manuals, and materials
- *applicable computer equipment and software
- *communications equipment and devices including radio, telephone, and computer-aided dispatch communications systems and their operation
- *general emergency communications and dispatch procedures and protocols
- principles and practices of group facilitation

Knowledge of applicable City and department policies, procedures, rules, regulations, and ordinances

Other knowledge as required for successful performance in the Aviation Communications Operator class

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
- *COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- *JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one
- *LEARNING STRATEGIES – Select and use training/instructional methods and procedures appropriate for the situation when learning or teaching new things
- INSTRUCTING – Teach others how to do something

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Other skills as required for successful performance in the Aviation Communications Operator 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
- CONCENTRATE - Concentrate on a task over a period of time without being distracted
- RECOGNIZE PROBLEMS - Tell when something is wrong or is likely to go wrong
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- TIME SHARE - Shift back and forth between two or more activities or sources of information (such as speech, sounds, touch, or other sources)
- MAKE SENSE OF INFORMATION - Quickly make sense of, combine, and organize information into meaningful patterns

Other abilities as required for successful performance in the Aviation Communications Operator class

Other Work Requirements

- INITIATIVE - Demonstrate willingness to take on job challenges
- 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

Other work requirements as required for successful performance in the Aviation Communications Operator 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

February, 2022