



Code: 7011

Family: Aviation

Service: Operation and Construction

Group: River, Harbor, and Transportation

Series: Airport Operation

CLASS TITLE: ASSISTANT AIRPORT MANAGER - MIDWAY

CHARACTERISTICS OF THE CLASS

Under general supervision, assists in managing terminal services and operations at Midway International Airport, and performs related duties as required

ESSENTIAL DUTIES

- Maintains working relationships with airport tenants, including participating in tenant meetings to ensure all parties remain abreast of airport issues and working with tenants to resolve operational problems
- Provides support in the implementation of customer service and marketing initiatives for the airport terminal and landside operations
- Assists in coordinating logistical issues with airline personnel to ensure the efficient start-up of airline operations
- Attends meetings with construction contractors and airline and department personnel to schedule, coordinate and monitor the progress of airport construction projects
- Conducts inspections of landside areas, inspecting terminals to assess cleanliness, general appearance and internal climate control, checking escalators, people movers, and related equipment for proper operation, and ensuring security doors and systems are operating properly
- Responds to atypical and emergency terminal and landside situations, implementing required emergency and standard operating procedures, monitoring responders and actions taken and maintaining communications with appropriate airport personnel
- Monitors and ensures that requests for maintenance and repair work in terminal and landside areas are performed in a timely manner with minimal disruption to airport tenants, airline personnel and customers
- Participates in the review of vendor proposals and contract bids
- Monitors and assesses the work and services of private vendors, determining compliance with contractual requirements and ensuring completed work complies with department's quality standards

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

- Five (5) years of work experience in coordinating airport terminal operations, **OR**
- Graduation from an accredited college with an Associate's degree in Business Administration, Public Administration, Aviation Management or a directly related field, PLUS three (3) years of work experience in airport terminal operations, **OR**
- Graduation from an accredited college or university with a Bachelor's degree or higher in Business Administration, Public Administration, Aviation Management or a directly related field, PLUS one (1) year of work experience in airport terminal operations

Licensure, Certification, or Other Qualifications

- A valid State of Illinois driver's license is required
- Must be available to work regular work schedule and be available for on-call duty assignment that may include evenings, overnight, weekend and/or holiday hours

WORKING CONDITIONS

- Airport facility and general office environment
- Exposure to outdoor weather conditions
- Exposure to fumes or dust
- Exposure to loud noise

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)
- Personal protective equipment (e.g. hard hat, shoes, safety glasses, vest)

PHYSICAL REQUIREMENTS

- Ability to climb staircases, ladders and access multi-level facilities

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Some knowledge of:

- applicable federal (e.g., FAA), state, and local laws, regulations and guidelines
- applicable airport operations policies, procedures, rules and regulations
- Microsoft Office suite (Word, Excel) and other applicable software applications
- airport emergency procedures
- methods and practices utilized in general airport operations
- airport layout

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
- JUDGEMENT AND DECISION MAKING** - Consider the relative costs and benefits of potential actions to choose the most appropriate one

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
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- RECOGNIZE SPATIAL ORIENTATION – Know one's location in relation to the environment, or know where other objects are in relation to one's self

Other Work Requirements

- INITIATIVE - Demonstrate willingness to take on job challenges
- LEADERSHIP-Demonstrate willingness to take on job challenges
- 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

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
December, 2015; April, 2025