



Code: 7020
Family: Aviation
Service: Operation and Construction
Group: River, Harbor, and Transportation
Series: Airport Operation

CLASS TITLE: GENERAL MANAGER OF AIRPORT OPERATIONS

CHARACTERISTICS OF THE CLASS

Under direction, the class is managerial in nature planning and directing the operations of a functional area at O'Hare International Airport or Midway International Airport, and performs related duties as required

ESSENTIAL DUTIES

- Plans and directs the activities of a functional operating area at O'Hare or Midway Airport (e.g., Airside/Landside Operations, Security and Administration)
- Oversees and coordinates the work of area supervisors to ensure conformance to established schedules, governmental regulations and department policies
- Reviews and evaluates the work performance of supervisory personnel, recommending disciplinary action when needed
- Coordinates and participates in human resources activities (e.g., interviewing, employee relations)
- Directs and monitors training programs for subordinate staff to ensure adherence with Federal Aviation Administration (FAA) regulations and department work requirements
- Establishes and maintains operational budgets for assigned areas
- Develops and implements procedures to track budget expenditures and prepares financial reports
- Reviews work summaries submitted by supervisory staff and generates comprehensive activity reports
- Serves as liaison with airport tenants and concessionaires and responds to inquiries regarding the status of repair and maintenance issues
- Represents the department at meetings with federal, state, and local agencies

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

- Nine (9) years of airport or airfield operations work experience, of which three (3) years are in a supervisory role related to the responsibilities of the position; **OR**
- Graduation from an accredited college with an Associate's degree in Business Administration, Aviation Management, or a directly related field, PLUS seven (7) years of airport or airfield operations work experience, of which three (3) years are in a supervisory role related to the responsibilities of the position; **OR**
- Graduation from an accredited college or university with a Bachelor's degree in Business Administration, Aviation Management, or a directly related field, PLUS five (5) years of airport or airfield operations work experience, of which three (3) years are in a supervisory role related to the responsibilities of the position; **OR**

CLASS TITLE: GENERAL MANAGER OF AIRPORT OPERATIONS

- Graduation from an accredited college or university with a Master's degree or higher in Business Administration, Aviation Management, or a directly related field, PLUS four (4) years of airport or airfield operations work experience, of which three (3) years are in a supervisory role related to the responsibilities of the position

Licensure, Certification, or Other Qualifications

- A valid State of Illinois driver's license is required
- Must obtain airfield certification within six months of hire

WORKING CONDITIONS

- General office environment
- Exposure to outdoor weather conditions
- 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, glasses, gloves, vest, pads)

PHYSICAL REQUIREMENTS

- Ability to operate automotive vehicles and related equipment
- Ability to climb staircases, ladders, and/or step stools

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

Comprehensive knowledge of:

- *airport operations methods, practices, and procedures
- *applicable airport policies, procedures, rules, and regulations
- *airport inspection, maintenance, and repair policies, procedures, rules, and regulations

Considerable knowledge of:

- *applicable federal (e.g., FAA), state, and local laws, regulations, and guidelines
- *airport security and emergency procedures
- *airport layout

Moderate knowledge of:

- *budget preparation methods, practices, and procedures
- *centralized planning and scheduling activities
- *applicable computer software packages and applications
- *supervisory and management methods, practices, and procedures
- reading and understanding building plans and blueprints

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

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
- MANAGEMENT OF FINANCIAL RESOURCES - Determine how money will be spent to get the work done and account for these expenditures
- MANAGEMENT OF PERSONNEL RESOURCES - Motivate, develop, and direct people as they work and identify the best people for the job
- TIME MANAGEMENT – Manage one’s own time and the time of others
- COORDINATION WITH OTHERS – Adjust actions in relation to others’ actions
- *JUDGMENT 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

Other Work Requirements

- INITIATIVE - Demonstrate willingness to take on job challenges
 - LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
 - DEPENDABILITY – Demonstrate reliability, responsibility and dependability and fulfill obligations
 - ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
 - INDEPENDENCE - Develop own ways of doing things, guide oneself with little or no supervision, and depend mainly on oneself to get things done
 - INNOVATION - Think creatively about alternatives to come up with new ideas for and answers to work-related problems
 - ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems
-

CLASS TITLE: GENERAL MANAGER OF AIRPORT OPERATIONS

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
June, 2014; March, 2020; May 2025