CLASS TITLE: AIRPORT OPERATIONS CENTER COORDINATOR

CHARACTERISTICS OF THE CLASS

Under general supervision, assigned to staff the Airport Operations Center (AOC), coordinating operational activities at the City's International Airports, performing a variety of duties to support incident response and other activities concerning security and public safety; and performs related duties as required

ESSENTIAL DUTIES

- Monitors and coordinates operational activities at City Airports to identify any security, public health, or public safety incidents

- Receives information on daily operational activities at City Airports and issues daily situation reports to agencies represented in the AOC

- Issues notifications to airport stakeholders, the traveling public, and senior executives on incidents occurring within the Airports as identified in job aids and in coordination with supervisor

- Coordinates the initial response to emergency incidents at Airports amongst agencies represented in the AOC, including initiating conference calls amongst senior leadership in response to incidents

- Monitors calls received and dispatched by the AOC to quickly identify any issues needing to be addressed and coordinates the different CDA sections and agencies that may assist

- Notifies supervisor of emergency situations, escalated police, fire or security incidents and other incidents requiring an emergency management response

- Monitors special events occurring at O'Hare Airport and provides operational updates as warranted

- Updates and briefs staff at start of shift on previous shift's reported incidents, upcoming airport activities and other information with potential impact on communication center's call taking, monitoring and dispatching operations

- Coordinates response to maintenance requests and social media inquiries to ensure quick resolution of facilities or operational issues

- Consolidates data from internal and external agencies to form a visual representation of airport activities and allow for reliable information and open communications to the Airports' stakeholders

- Coordinates information for planning and response with Incident Management Center staff when activated

- Maintains and reviews logs of events to be used by emergency operations personnel

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

- Graduation from an accredited college or university with a Bachelor's degree, plus two (2) years of emergency management or operations center experience; or an equivalent combination of training and experience.

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- General office environment
- Emergency communications 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)
- Two way radio

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Considerable knowledge of:
- *applicable federal, state, and local laws, regulations, and guidelines
- *emergency management response planning, operations, notification procedures, and protocols

Some knowledge of:
- *management and supervisory methods, practices, and procedures
- geographical locations in the City
- City traffic operations and street systems
- safety and security principles and practices

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

- *MANAGEMENT OF PERSONNEL RESOURCES - Motivate, develop, and direct people as they work and identify the best people for the job
- *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

Other Work Requirements

- PERSISTENCE - Persist in the face of obstacles on the job
- 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

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, 2019