



Reno-Tahoe Airport Authority

Human Resources
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Airport Communications Specialist

Open/Competitive Recruitment

Application Deadline: September 24, 2017

The Reno-Tahoe Airport Authority (RTAA) is seeking qualified candidates with experience operating telephone switchboards and/or radio equipment in high-volume call centers or communications centers to join the Airport Communications team. These positions shall be responsible for receiving emergency and non-emergency calls for service at the Reno-Tahoe International Airport and dispatching necessary and appropriate resources.

There are two (2) positions open. Both internal and external applicants will be considered. Applicants must be available to work all shifts (day, swing, and graveyard) 7 days a week - including holidays. To be considered for this position, applicants must indicate they are available for day, swing and night shifts (all three), and must check the appropriate boxes under availability on the RTAA online application. Shift assignments are generally determined by seniority using a Shift Bid System.

At the RTAA, the Airport Communications Division is a key member of the Airport Operations and Public Safety Department. Airport Communications Specialists report to the Airport Communications Supervisor. Incumbents are primarily responsible for operating a multi-line switchboard phone system to receive incoming calls for service and to dispatch necessary and appropriate resources using a computer-aided dispatch system, two-way radio system, and/or the public-address paging system. Calls for service include requests for police, fire, ambulance, and other emergency response; and providing response to requests for assistance from the traveling public, airport tenants, and/or employees. Airport Communications Specialists are also responsible for monitoring CCTV, access control systems, and fire alarm systems.

RTAA Airport Communications Specialists are also part of our larger RTAA customer service team. This team is dedicated to helping provide the public with a pleasant and safe experience while traveling through the Reno-Tahoe International Airport. All of RTAA's Airport Communications Specialists are expected to approach their work with a positive, helpful, customer service mindset. The nature of the work also requires a strong attention to detail; the ability to communicate accurately and effectively, both orally and in writing; the ability to effectively elicit information from irate or upset individuals; the ability to remain calm and focused in stressful situations; and the ability to exercise sound judgment and initiative.

Examples of Duties:

- Operate a multi-line switchboard phone system to receive emergency calls from the public or tenants; determine the nature, location and priority of the situation; and dispatch police, fire, ambulance or other emergency units as needed.
- Assume responsibility for communications during contingency situations by operating various emergency-based utilities, including electronic paging systems and direct contact phones; and convey situational and emergency information to various fire units, the tower, and outlying police agencies in order to maintain contact between units at optimum levels.
- Maintain the accuracy of and make available to appropriate staff current/pertinent phone numbers, documentation and MSDS information in order to support efficient airport operations.
- Maintain a narrative log of daily shift activities; operate/maintain computer-based routing data and provide documentation on emergencies, including reports of medical, fire, bomb, fuel spill, and aircraft in distress/aircraft crash alerts; and compile statistics on calls received in order to remain compliant with federal and airport operating regulations.
- Visually monitor surveillance and alarm systems - including internal and external doors, remote gates, fire alarms, smoke detectors, and sprinklers - in order to assist in the maintenance of terminal security.
- Operate a terminal public address system to provide public information regarding facilities, services and tenants; and provide paging services in the airport terminal.
- Operate NCIC/CJIS crime information systems to check and/or verify information on license plates, vehicles, and persons; run criminal history checks; confirm warrants; and interpret and convey data received from system.
- Monitor the computerized Flight Information Display System (FIDS) and the Baggage Information Display System (BIDS).
- Assist in the activation and use of the Emergency Operations Center (EOC) by periodically testing and inspecting equipment to ensure that it remains fully operational at all times.

ENTRY SALARY: \$16.71 - \$21.14 per hour, with opportunity for additional merit-based increases up to a range maximum of \$25.56 per hour. In addition, employees working non-day shifts receive an additional \$1.50 per hour of shift differential pay. Initial salary placement will be based upon experience and qualifications. This is an hourly and overtime eligible position.

BENEFITS: The RTAA offers a competitive wage and benefit package, and provides a high-quality work-life balance. Employee benefits include 100% employer paid contributions to a distinct, defined benefit retirement program (Nevada PERS), 100% employer paid health insurance, paid vacation and sick leave, and 13-paid holidays per year.

MINIMUM QUALIFICATIONS:

Education: High school diploma or equivalent certificate.

Experience: One (1) year of experience operating telephone switchboards and/or radio equipment in a high-volume call center or communications center with incoming, outgoing, and interoffice calls.

Licenses: A Valid Driver's License is required at the time of application.

Typing Proficiency: Ability to type accurately at a rate of 40 words per minute. A typing test will be administered to verify typing proficiency.

HOW TO APPLY:

A fully completed official online RTAA Employment Application **must** be received by **11:59 p.m., Sunday, September 24, 2017**. Interested applicants should apply online at: www.renoairport.com.

The RTAA Employment Application is the primary screening tool to determine an applicant's qualifications. Please review before submitting to ensure that you have:

- Completed all sections on the RTAA Employment Application,
- Provided detailed information to address how you meet and/or exceed minimum qualifications for the position,
- Provided a minimum of five (5) years of employment history, and
- Explained any gaps in employment of six (6) months or more.

A resume may be submitted in addition to, but not in lieu of, completing the RTAA Employment Application. While you may submit a resume, it is supplemental and will not be used to determine whether or not you have met the minimum qualifications.

Questions about the application/recruitment process, the physical demands of the position, or requests for a reasonable accommodation, should be addressed to the RTAA Human Resources at (775) 328-6450 or hr@renoairport.com.

SELECTION PROCEDURE:

Review of Application: After submission, the application will be reviewed to determine if it is complete and if the applicant meets the minimum qualifications. It is essential that applications include detailed information regarding education and experience to enable an evaluation of the application. Applicants found to not meet the minimum qualifications will be notified.

Testing Process: Applicants found to meet minimum qualifications will be invited, via e-mail, no later than 5:00 p.m. on September 25, 2017, to a Testing Session and Open House. The e-mail will notify applicants of the date and time they are scheduled to appear and provide directions. Applicants must be available to appear on the scheduled date.

The Testing Sessions and Open House are tentatively scheduled for September 27 - 28, 2017, and may involve a time commitment of up to 4-hours. Applicants will be scheduled to appear on only one (1) date.

The Testing Session and Open House consists of the following components:

1. A typing proficiency test designed to assess the applicants' ability to type accurately at a rate of 40 words per minute;
2. An audio-based practical examination designed to assess the applicants' listening comprehension, problem-solving, multitasking and composure under stress; and
3. An Open House to provide an opportunity to meet the Airport Communications team and view the work environment.

Please note, if you wish to identify yourself as an individual with a disability and will be requesting an accommodation, that request must be made to RTAA Human Resources Office no later than the application deadline noted on this announcement.

Interview Process: Based on a review of the application and the results of the typing proficiency test and practical examination, only the most qualified applicants will be considered for an interview. The interview process may include a panel interview with other RTAA personnel.

The Reno-Tahoe Airport Authority values diversity and is an equal opportunity employer.

Women, minorities and individuals with disabilities are encouraged to apply.

The Reno-Tahoe Airport Authority maintains a drug-free workplace.