

ALLEGHENY COUNTY AIRPORT AUTHORITY

Job Description

Job Title: Terminal Operations Supervisor
Department: Public Safety & Airport Operations

To apply, please visit: <http://www.flypittsburgh.com/careers>

SUMMARY:

Under the limited supervision of the Manager, Terminal Operations, performs terminal inspections and completes and tracks work orders in order to facilitate required follow up by applicable department. Monitors airport terminal operations related to passengers, facilities, concessions and other departments within the Authority.

RESPONSIBILITIES:

- Performs daily comprehensive terminal inspections of both Landside and Airside terminals to identify mechanical, structural, and cleanliness discrepancies.
- Submit work orders in JD Edwards as needed.
- Follow-up on previous work orders and items from inspection reports with ACAA Maintenance departments, cleaning contractors, and vendor service providers.
- Maintain regular communications during the shift with Airfield Operations and Facilities Maintenance as it relates to operational and passenger efficiencies, incidents, and irregularities.
- Assist International Arrival Operations in order to expedite and improve processes and efficiencies by working with CBP and applicable airline representatives.
- Enforce ACAA Rules and Regulations with airport tenants and employees.
- Monitor hours of operations for Airmall Concessions. Report deviations.
- Act as point-of-contact for all tenants and Authority staff to provide and receive information, and handle problem resolution.
- Perform security and parking shuttle wait time studies.
- Make independent decisions in responding to terminal incidents and equipment failure occurrences as they relate to passenger movement and operational sustainability within the terminal complex.
- Coordinate passenger assistance needs and airline requests for pillows/blankets and other accommodations in the event of irregular operations.
- Ensure Airmall hours of operations are extended to provide passengers with food/beverage options in the event of irregular operations.
- Assist in covering gaps in Ground Transportation Coordinators schedule to perform functions on both Commercial Arrival and Departure Curbs including assisting passengers in obtaining Ground Transportation.
- Enforce ACAA Ground Transportation Rules and Regulations.
- Perform other tasks as required.

KNOWLEDGE /SKILLS & ABILITIES (KSA):



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- Communicate honestly and effectively both orally and in writing.
- Prepare clear, concise and comprehensive written documents in English.
- Extensive analytical and organizational skills, and the ability to function effectively in a fast-paced environment.
- Extensive interpersonal skills: tactful, mature, fair and consistent.
- Exercise excellent judgement and discretion, empathy and understanding of people.
- Solve practical problems and deal with numerous variables in situations where limited standardization exists.
- Be proficient in Microsoft Office software including Word, Excel, Power Point, Access and Outlook.
- Serve the public and fellow employees with honesty and integrity in full accord with the letter and spirit of the Authority's Ethics Policy.
- Exhibit behavior reflective of the Authority's Values.
- Establish and maintain effective working relationships with the general public, co-workers, elected and appointed officials and members of diverse cultural and linguistic backgrounds regardless of race, religion, age, sex, disability, political affiliation or sexual orientation.

KEY COMPETENCIES

- Communication – Proactively conveys a clear, convincing, and timely message; communicates effectively verbally and in writing using effective and appropriate communication.
- Strategic Thinking – Appreciates “big picture;” commits to a course of action to accomplish individual, team and organizational goals understanding how they individually contribute to the mission and vision of the Airport Authority; is forward thinking and adept at seeing future outcomes and results
- Team Builder – Recognizes the value of team work and being an effective contributor to the team who drives desired results; is a subject matter expert that collaboratively participates in the overall effectiveness of the team.
- Customer Centricity– Aware of customer needs and the prioritization of our customers both internal and external; makes decisions with customer in mind; builds strong customer relationships.

REQUIREMENTS:

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The following requirements list the *minimum* education/training/experience required to qualify for this job. An equivalent combination of education and/or experience may be accepted.

- Associate's degree (Bachelor's degree preferred) from an accredited college or university in Business Administration/ Management or related field.
- 2-4 years related experience.
- Basic knowledge and experience with windows based personal computer software.
- Possess or obtain prior to employment a valid Pennsylvania Class C driver's license. Note: license must be maintained throughout employment.
- The ability to obtain and maintain a valid airport issued ID badge in order to work within the SIDA of the airport.

SUPERVISION EXERCISED /RECEIVED:

Receives limited supervision from Manager, Terminal Operations.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential function.

While performing the duties of this job, the employee is required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to reach with hands and arms. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, depth perception and the ability to adjust focus. Must be able to understand and speak clearly in English. Required to work outside in hot and cold weather.

CONDITIONS:

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Must be available to work shifts, weekends, and holidays as required. Subject to remain on duty beyond normal hours or be recalled to duty up to 24 hours per day, seven days a week during emergency situations or other extensive periods. Exposure to general office noise as well as sounds associated with equipment and radio alarms. Exposure to flashing lights and noise associated with aircraft and heavy equipment. Exposure to Aviation fuels and chemicals associated with snow and ice control. Occasionally works near moving mechanical parts as well as aircraft. May be subject to work both inside and outside regardless of weather conditions.

MEDICAL EXAMINATION

Employment is contingent upon the results of a post-offer (initial employment or promotion) physical examination performed by the Authority's examining physician.

DRUG TESTING

Employment is contingent upon the results of a pre-employment drug screening.

PRE-EMPLOYMENT BACKGROUND INVESTIGATION

Ability to successfully pass a thorough investigation consisting of a criminal history check (including but not limited to the requirements of TSR 1542.209), verification of prior employment and performance, reference and credentials checks, and in some cases credit history.