

AIRPORT OPERATIONS ASSISTANT

A. CLASS DEFINITION

Under general supervision, monitors and reviews air carrier schedules to determine aircraft gate/parking availability to prevent conflicts in gate assignments; assures that aircraft parking and gate assignments are monitored and initiates corrective action through appropriate channels; prepares reports and correspondence. Prepares Airside related policies and procedures as needed, monitors and prepares reports related to compliance with Airport rules and regulations. Performs related work as assigned.

DISTINGUISHING CHARACTERISTICS

The incumbent assists Airside Operations management in monitoring and providing gate assignments to commercial airlines. This class is distinguished from the Airport Operations Supervisor in that it has no supervisory responsibilities and is not responsible for ensuring airfield compliance with FAR Part 139 requirements. Incumbent reports to the Airport Operations Manager, Airside and provides assistance to and may receive direction from the Airport Operations Superintendent, Airside and Airport Operations Supervisors.

B. TYPICAL TASKS/DUTIES (Any one position may not include all the duties listed, nor do the examples cover all the duties which may be performed. Incumbent may perform other related duties at the equivalent level.)

1. Monitors and reviews commercial air carries schedule to determine aircraft gate and parking availability in order to prevent conflicts in gate assignments; resolves scheduling conflicts.
2. Provides air carriers, tenants and Airport staff with charter schedules and gate utilization charts that indicate expected flight arrival and departure times, type of aircraft and destination.
3. Meets with Station Managers to discuss their schedules and/or changes in operation to resolve scheduling conflicts and to develop both long and short-range gate schedules.
4. Receives and review charter flight requests from charter air carriers; provides gate assignments for charter flights.
5. Creates, links, updates and allocates flights via an automated assignment system.
6. Keeps Manager on Duty (MOD) informed of changes in aircraft arrival and departure times based on information received from the airlines or ground support companies.
7. Obtains updated flight information from the airlines, based on need or as directed by the Manager on Duty; relays updated gate assignment changes to airlines as directed by the MOD.
8. Researches and assembles information from a variety of sources for the completion of forms, the preparation of reports or to provide the most accurate and timely responses as possible; responds to inquiries regarding specific departmental projects; handles complaints from internal and external customers as effectively as possible.
9. Prepares written documents and procedures, as needed, for Airside Operations daily activities. May manage projects related to Airside operations.
10. Serves as department payroll clerk and timekeeper; prepares batch materials of accounting or payroll-related systems by reviewing input for accuracy.
11. Performs related duties as assigned.

C. KNOWLEDGE, SKILLS AND ABILITIES

To perform the typical tasks and duties of the position successfully, the knowledge, skills and/or abilities listed below are required.

Knowledge of:

- Federal, state and local rules and regulations of airfield operations required to perform the essential duties of the class.
- Methods used in airline scheduling, aircraft ramp operation procedures and aircraft characteristics.
- Aviation vocabulary used in airport operations.
- Principles of airport communications and dispatch.
- Gate management software systems.
- Port policies and procedures.
- Basic business mathematics.
- Proper customer service principles.

Ability to:

- Read and comprehend gate schedules and assignment worksheets.
- Maintain confidentiality of information.
- Analyze situations carefully and apply effective remedy.
- Identify, research and resolve scheduling conflicts.
- Organize work to meet priorities and constantly changing deadlines.
- Communicate effectively both orally and in writing by using correct English grammar, spelling and punctuation.
- Utilize personal computer hardware and appropriate software.
- Proofread documents accurately.
- Work independently within established guidelines.
- Establish and maintain effective working relationships with those contacted in the performance of duties and to work as a team.
- Work under deadlines and coordinate several concurrent assignments.
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D. PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to perform this job successfully.

While performing the duties pertaining to this position, the incumbent is regularly required to make use of close vision to read reports, summaries, digests, and other documents. The incumbent

must have eye, hand and foot coordination to operate a vehicle in conformance with Port policies and the State Vehicle Code.

E. WORK ENVIRONMENT

The work environment described here is representative of those an employee encounters while performing this job.

The incumbent typically works indoors in an air-conditioned office, with a mixture of natural, incandescent and fluorescent light. Typical noise levels are muted by acoustic ceilings, carpet and sound-deadening wall panels.

F. EDUCATION AND EXPERIENCE

This position requires a combination of education and experience reflecting possession of the required knowledge, skills, and abilities. A typical combination would include possession of an associate's degree with coursework in business or public administration or aviation management or a related field OR three years of demonstrated administrative experience at the level equivalent to that of an Administrative Specialist.

G. OTHER CHARACTERISTICS

1. May be required to possess a valid California Class C driver license at the time and for the duration of appointment.
2. This Airport specific classification requires each incumbent to complete and pass a Transportation Security Administration/Federal Aviation Administration (TSA/FAA) 10-year employment history verification, which will include fingerprinting and a Criminal History Records Check (CHRC) prior to being considered for this position. This status must be maintained for the duration of employment at the Airport.

CLASS CODE:	10660
STANDARD HOURS-DAY/WEEK:	7.5/day – 37.5/week
CS STATUS:	Classified
FLSA:	Non Exempt
Classification Created: (Port Ordinance)	October 18, 2005 (3876)