



JOB DESCRIPTION

JOB CLASSIFICATION: Operations Manager
JOB TITLE: Operations Manager
REPORTS TO: Deputy Director of Strategy and Development
APPROVED BY: Executive Director

DEPARTMENT: Operations/Public Safety
EXEMPT: Exempt
APPROVED DATE: August 1, 2007
REVISED: March 1, 2019

JOB SUMMARY: Under general direction from administration, the operations manager is accountable for planning, coordinating and overseeing the airside and landside operational and security-related activities of the Airport. The operations manager oversees coordination of operational and security communications, manages the police and fire services agreement, and assists in capital program administration. This position requires on-call duty assignment, including weekends, holidays, and evenings.

ESSENTIAL DUTIES AND RESPONSIBILITIES: The list of duties is representative and is not intended to be all inclusive of the duties expected of this position. Additional related duties and responsibilities may be assigned.

SECURITY AND REGULATORY COMPLIANCE

- Serve as the primary or secondary designated airport security coordinator.
- Assist in completing Airport certification criteria and maintaining the FAR Part 139 Airport Certification Manual.
- Assist in contact for security-related activities and communications with the Transportation Security Agency (TSA).
- Review and/or monitors security-related functions to ensure that all are effective and in compliance with 49 Code of Federal Regulations (CFR) 1542, its security program, and applicable security directives. Initiates corrective actions for non-compliance with CFR 1542, its security program, and applicable security directives.
- Develop and/or reviews airport security programs, directives, and activities of airport tenants and employees to ensure compliance with city, state, and federal security and safety regulations.
- Ensure availability of documents for review by federal agencies, initiate corrective actions for failure to comply with CFR Part 1500 (1520, 1540, and 1542) the Airport Security Program, and other security directives.
- Assist police in enforcing Airport ordinances and federal security regulations.
- Oversee the administration of the Airport I.D. badging system, including fingerprinting.
- Oversee ACAMS (access control and monitoring system).
- Perform security inspections in accordance with TSA security directives.
- Assist in management of police and fire services agreements.
- Assist the fire department in meeting FAA Aircraft Rescue and Fire Fighting requirements
- Maintain confidential or sensitive information in accordance with public law and guards against unauthorized release of confidential or sensitive information.
- Exercise authority in a firm and fair manner without causing unnecessary controversy and effectively brings resolution to incidents and violations.

LANDSIDE/AIRSIDE OPERATIONS [COMPLETED IN CONJUNCTION WITH OTHER OPERATIONS STAFF]

- Develop programs and projects involving both preventive and corrective airport operations.
- Coordinate and performs inspections and keep comprehensive records in compliance with the FAR Part 139 Self Inspection Program.
- Maintain a training program to perform inspections and maintenance of runways, taxiways, and parking aprons, including airfield electrical systems and airfield markings
- Coordinate access to the Airport operations area.
- Assist with the management of maintenance of roads, parking lots, lighting, traffic markings, buildings and other installations managed by the Airport.
- Assist with oversight of the Airport's Ground Transportation Open-Entry Taxi, TNC, and TCP programs.
- Perform inspections of runways, taxiways and parking aprons, airfield lighting.
- Perform inspections as required by environmental programs.
- Issue and tracks all Prior Permission Requests.
- Oversee and administers NOTAMS program (NOTAMS).
- Monitor tenant compliance with the Airport's rules, regulations, and noise abatement program.
- Maintain reports and provides administrative support for the Storm Water Pollution Prevention Plan program, Spill Prevention Control and Countermeasure Plan (SPCC), and Hazmat Business Plan.
- Monitor noise complaints, performs noise complaint investigations, and comprehends flight procedures specific to airport operations.

OTHER [COMPLETED IN CONJUNCTION WITH OTHER OPERATIONS STAFF]

- Maintain operations records and files.
- Act as the representative of the Airport to the public, outside agencies and intergovernmental relation activities as directed.
- Provide on-call response (which may include nights, weekends and holidays) and is responsible to stand-by as needed with contractors who are working airside.
- Respond to inquiries or complaints lodged by the public, tenants or users of the airport.
- Deal effectively with controversial issues and with complex projects that may involve coordination among multiple agencies.
- Coordinate special events, such as VIP arrivals and special aircraft parking.

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Employee is responsible for performing work accurately. Requirements listed below are representative of the knowledge, skill and/or ability required.

EDUCATION AND/OR EXPERIENCE:

- Bachelor's degree in airport management, public administration or a closely related field preferred and five (5) years of increasingly responsible related aviation experience or any combination of training, experience and education that provides the required knowledge and abilities.
- Ability to obtain an Airport Security Coordinator's certificate.
- Strong knowledge of FAA and TSA regulations.

LANGUAGE SKILLS:

- Must possess proficient written and verbal communication skills; able to read and write memos and correspondence that conform to prescribed style and format, including accurate grammar and business correspondence knowledge.
- Ability to read, analyze, and interpret general business periodicals, professional journals, and governmental regulations.
- Ability to effectively and tactfully present information to and communicate with employees, managers, board members, and customers.

Computer and Mathematical Skills

- Must have the knowledge and ability to utilize computer hardware, operating systems and application software. Proficiency in word processing and spreadsheet applications, preferably MS Word and Excel, is required.
- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.
- Must possess the ability to examine and verify financial documents and reports.

Reasoning Ability

- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or financial schedule form.
- Able to multi-task and determine and direct personal effort to accomplish priorities.

GENERAL REQUIREMENTS:

- Meets or exceeds the performance factors indicated on the Performance Appraisal form.
- Presents a neat, professional appearance.
- Conduct reflects credit on the Monterey Regional Airport and encourages others to do the same.
- Maintains confidentiality on all matters related to airport business.
- Organized and analytical, independent and self-motivated, enthusiastic and dependable.
- Employs effective interpersonal skills, establishes positive relationships with internal and external customers, and participates positively as a team member.
- Interprets, plans, organizes, develops, and implements programs, goals, objectives, policies and procedures.
- Adjusts to tasks and focuses with composure to meet changing deadlines and priorities.
- Uses equipment and materials in a safe and acceptable manner, follows established safety procedures, uses appropriate safeguards, and observes common sense rules of safety in all on-the-job activities.

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 accommodation may be made to enable individuals with disabilities to perform the essential functions. The employee:

- Regularly is required to sit while performing the duties of this job and is occasionally required to stand, stoop, kneel and crouch.
- Frequently is required to walk; to use hands to repetitively finger, handle or feel objects, tools and use a computer/typewriter keyboard; to reach with hands and arms; and to talk or hear in person and over the telephone and airport radios.
- Frequently is required to drive a motor vehicle, both on and off airport property.
- Must be able to use multiple radios.
- Must be able to coordinate the use of automated access control and closed circuit television equipment and to respond to non-emergency alarms.
- Must be able to respond calmly to stressful situations and communicate in a positive manner with tenants, passengers, airport users and airport staff.
- Must occasionally lift and/or move up to 60 pounds, but regularly lifts or pushes items weighing 5-10 pounds.
- Must possess 20/20 distance vision, close vision and the ability to adjust focus (vision may be correctable with eyeglasses).

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job in a typical office environment and when working on a commercial airfield. The noise level in the office work environment is usually low to moderate. Overhead aircraft noise occurs intermittently throughout the day. High exposure to aircraft noise may occur when working near or on the airfield. The employee:

- Works indoors and often works outdoors in a variety of weather conditions.
- Sometimes works near moving mechanical parts and office machinery.

- Occasionally is exposed to dust and to the risk of electrical shock.

SPECIAL REQUIREMENTS:

- Proof of eligibility to legally work in the United States.
- Successful completion of background investigation.
- Ability to pass the Airport's physical examination, including pre-employment testing in accordance with the Airport's drug/substance abuse policies.
- Possess a valid California Motor Vehicle Driver's License and be insurable with the Airport's insurance carrier at the standard rate.

ACKNOWLEDGMENT & RECEIPT

I acknowledge that I have received, read, and sought clarification of any questions I have about the content of this job description. I further understand that, in order for Monterey Regional Airport to retain necessary flexibility to meet organizational needs, this job description may be modified from time to time.

Employee Signature