



JOB DESCRIPTION

JOB CLASSIFICATION: Operations & Public Safety
JOB TITLE: Operations Support Specialist
REPORTS TO: Deputy Executive Director
APPROVED BY: Executive Director

DEPARTMENT: Operations
EXEMPT: No
APPROVED DATE: June 18, 2025
REVISED:

JOB SUMMARY: Under general direction from the Superintendent of Field Operations, the Operations Support Specialist supports airside and landside activities at the airport, ensuring smooth daily operations. This role includes assisting with inspections, coordinating maintenance efforts, monitoring tenant compliance, and supporting special projects. The position requires on-call duty assignments, 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.

LANDSIDE/AIRSIDE OPERATIONS [SUPPORTING OTHER OPERATIONS STAFF]

- Assist in airfield and landside inspections, maintaining records to support compliance with 14 CFR Part 139 requirements.
- Support maintenance teams in coordinating repairs to airport infrastructure, including runways, taxiways, lighting, and parking facilities.
- Assist in tracking and issuing Notices to Airmen (NOTAMs).
- Monitor tenant activities to support compliance with airport rules, regulations, and noise abatement programs.
- Provide operational support for stormwater, spill prevention, and hazardous materials programs.
- Assist in coordinating ground transportation programs, including TNC, taxi, and rental car operations.
- Support general aviation operations by monitoring ramp activity and facilitating communication with stakeholders.

ADMINISTRATIVE AND CUSTOMER SUPPORT

- Act as an additional point of contact for operational coordination with contractors, tenants, and maintenance teams.
- Monitor noise complaints and assist in investigations.
- Support operational continuity during emergency events by coordinating resources and assisting in response efforts.
- Perform other duties as assigned to ensure the safe and efficient operation of the airport.
- Assist in developing tenant inspection programs to include landside and non-aeronautical tenant operators.
- Serve as a data analyst identifying and action on trends found in inspection report data.

OTHER [SUPPORTING OTHER OPERATIONS STAFF]

- Act as an additional point of contact for operational coordination with contractors, tenants, and maintenance teams.

- Support operational continuity during emergency events by coordinating resources and assisting in response efforts.
- Perform other duties as assigned to ensure the safe and efficient operation of the airport maintain operations records and files.

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:

- Associate's degree in aviation management, public/business administration or a closely related field preferred and one (1) years of related aviation experience or any combination of training, experience and education that provides the required knowledge and abilities.

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, 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 regulatory 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.