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Class Specifications
for the

AIRPORT INFORMATION OPERATOR SERIES

Series Definition:

This series includes all positions the duties of which are to supervise or perform work involving the operation of a Flight Information Display System (FIDS) to provide various information to the public regarding flight arrivals and departures; and of telephone, public address and other related equipment to receive and route telephone inquiries and requests for services or assistance at the Honolulu International Airport and to provide the general public with 24-hour emergency referral services for Airports, Harbors and Highways Divisions on Oahu. Services are provided on a 24-hour, 7-day week basis.

The Flight Information Display System is a centralized information system which displays various flight arrival, departure, destination, carrier, gate assignment, etc., information to the public on large information boards. Displays are located in the various public areas of the Honolulu International Airport (HIA) and the system is computer-supported. On a weekly basis, shift supervisors gather, prepare and input all flight data which then serves as the basis for the daily operating system. As conditions change, operators update and revise the displays through data entry terminals.

In addition to receiving and responding to standard inquiries regarding the airport from the general public and others, or connecting callers with the persons requested, the work includes receiving and routing requests for assistance or service within the Honolulu International Airport and receiving and routing calls for assistance regarding events or emergencies occurring on harbor premises or highways under the jurisdiction of the State Department of Transportation on Oahu. This includes verifying that the event or request for assistance pertains to a location under the jurisdiction of the department (by consulting maps) and calling a designated contact person and/or the police as set forth by standard operating procedures. Emergency referral services are provided after hours on regular workdays and 24-hours on weekends and holidays.

Positions in this series are also concerned with monitoring and operating equipment including a security alarm and a fire alarm system and alerting repair or fire fighting units and others as appropriate, in accordance with established procedures.

During aircraft emergencies, positions in this series also relay messages and information as requested by the airport's emergency operations command center or controllers in accordance with standard procedures.

Knowledge of a range of specific, standard operating procedures and the ability to select among the appropriate responses relative to the specific situation are required. Significant latitude regarding responses is not typical.

This is the first specification for the new classes AIRPORT INFORMATION OPERATOR I & II (AIRPORT INFORMATION OPTR I & II) and AIRPORT INFORMATION UNIT SUPERVISOR (AIRPORT INFORMATION UNIT SUPVR).

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AIRPORT INFORMATION OPERATOR I
(AIRPORT INFO OPERATOR I)

1.299

Duties Summary:

Operates the Flight Information Display System (FIDS) to provide current information on flights and baggage claims areas; operates a telephone switchboard and public address system to receive, refer or route requests for information, service or assistance; and to provide 24-hour emergency referral services for the Airports, Harbors and Highways Divisions on Oahu;

monitors the fire alarm system and routes repair crews or fire units as the alarm system indicates; and performs other related duties as assigned.

Distinguishing Characteristics:

This class is distinguished by responsibility for operating the Flight Information Display System, telephone switchboard and public address system to provide information to the public and/or to route and/or to relay information for the Honolulu International Airport (HIA), monitoring the HIA fire and security system to route repair crews, fire units, or others as the alarm systems indicate, and keeping records of calls received. The work also includes responding to reports of problems on harbor premises or highways under the jurisdiction of the Department of Transportation on Oahu by contacting designated persons or others as appropriate.

The work is performed under the general supervision of a working supervisor on an assigned shift and in accordance with numerous standard operating procedures.

Examples of Duties:

Monitors the Flight Information Display and operates the keyboard to make changes and alterations to prerecorded information as they are called in by airline representatives and others; assigns baggage carousels; receives, screens and makes announcements over the public address system; maintains a log of all announcements made; provides general information regarding HIA operations and/or refers inquiries as requested or appropriate; receives requests for services and routes messages, repair, fire or other units as appropriate based on the request and standard operating procedures; disseminates airline, flight, tenant and other general airport information to the public as requested; receives emergency calls pertaining to State harbors or highways premises on Oahu under the jurisdiction of the State Department of Transportation; determines whether the events or problems are occurring in areas under the jurisdiction of the State and routes other calls to the City and County or police as appropriate; calls the designated contact person(s) to report problems occurring on State premises; records all emergency calls; relays messages to appropriate parties on airport premises, to the City and County emergency services, or the news media or others, according to standing instructions or as

directed by airport management or the airport emergency operations center; keeps records of work activities.

Knowledge and Abilities Required:

Knowledge of: Oral English grammar and usage appropriate to a business setting in dealing with the public.

Ability to: Read, understand and apply written instructions and guidelines regarding airport communications/information operations; speak clearly and pleasantly with good diction; deal tactfully and courteously with others through telecommunications; learn to operate the Flight Information Display keyboard and monitors; learn to operate public address systems and telephone switchboards; work well with others; maintain log entries.

AIRPORT INFORMATION OPERATOR II
(AIRPORT INFORMATION OPTR II)

1.300

Duties Summary:

Supervises and participates in the operation of a Flight Information Display System (FIDS), telephone switchboard, public address system and other related equipment to provide and transmit current flight and other airport information; supervises and participates in monitoring an airport fire alarm system; supervises the notification of designated contact personnel in response to emergencies occurring on Honolulu International Airport premises, State harbors and State highways on Oahu; and performs other related duties as assigned.

Distinguishing Characteristics:

This class reflects responsibility for supervising and participating in the operation of the Honolulu International Airport (HIA) Information unit involving operating and monitoring the Flight Information Display System, telephone switchboard, public address system and other related equipment. The work also includes supervising and participating in the receipt and routing of a variety of requests for information, service or assistance in accordance with standard operating procedures. In addition, these positions customarily are responsible for gathering, preparing and inputting all flight data into the FIDS which serves as the basis for the operations during the following week.

Work is performed under the general supervision of a higher level Airport Communications Unit Supervisor, who is the full-time supervisor of the Honolulu International Airport Information Unit. Work reflects responsibility for serving as the working supervisor in charge of all of the lower level Airport Information Operators on an assigned shift, and includes assisting the Airport Information Unit Supervisor in training and evaluating staff assigned to the shift, preparing operational reports and implementing and assisting in evaluating work operations, controls and procedures. The work is performed in accordance with a number of standard operating procedures.

Examples of Duties:

Supervises and participates in operating and monitoring various equipment of the Honolulu International Airport's Information Unit; supervises and participates in the receipt, routing, referral or transmittal of information, requests for services, including events and emergencies occurring on locations other than the HIA on Oahu under the jurisdiction of the State Department of Transportation; supervises and participates in maintaining records and reports; assigns work to subordinates; evaluates and rates work of subordinates; directs amendment, adjustment, correction or update of flight information as reported by airline representatives; supervises and participates in the assignment of baggage carousels; on a weekly basis, gathers and prepares all flight data to be computerized and inserted into the FIDS to be used as the basis for the week's operations; supervises the receipt and screening of all requests for the operation of the central paging system and oversees the recording and maintenance of logs of announcements made; supervises and participates in the monitoring of the security alarm, fire alarm systems and the alerting of repair or fire units as appropriate; responds to inquiries from the general public regarding various airport operations; supervises and participates in the maintenance of various statistical work report data; prepares work reports; evaluates, orients and trains subordinates assigned to the shift; participates in evaluating work controls, operations, procedure changes and revisions.

Knowledge and Abilities Required:

Knowledge of: General airport operations and rules and regulations; procedures for the operation of the Flight

Information Display System; office practices and procedures; oral English grammar and usage appropriate to a business setting in dealing with the public.

Ability to: Supervise the operation of and operate a Flight Information Display System as used at the Honolulu International Airport; supervise the provision of general airport information to the public and others; supervise others in applying and apply written instructions and guidelines regarding airport communications information operations; speak clearly and pleasantly with good diction; deal tactfully and courteously with the public through telecommunications; supervise the operation of and operate a public address system and telephone switchboard.

AIRPORT INFORMATION UNIT SUPERVISOR
(AIRPORT INFORMATION UNIT SUPVR)

1.301

Duties Summary:

Serves as the unit head and supervises airport communications/information work at the Honolulu International Airport; and performs other related duties as assigned.

Distinguishing Characteristics:

This class involves responsibility for organizing, scheduling and directing the airport information unit consisting of the Flight Information Display System (FIDS), public address and telephone functions on a 24-hour, 7-days a week basis including directing the conduct of training of subordinates, reviewing and reporting on overall operations, developing and recommending changes in work procedures, and reviewing new equipment from an operational standpoint. In addition, the position in this class supervises and coordinates the operation of a 24-hour island-wide highway/harbor emergency referral system. The position in the class works under the general supervision of an Airports District Manager.

Examples of Duties:

Schedules work shift assignments; reviews and evaluates work operations; supervises the assignment and review of the work of shifts; assures the proper conduct of operations on shifts and handles emergency and other unusual situations;

identifies the need for procedural and equipment changes, assesses problems, recommends changes and implements approved revisions or coordinates revisions with affected parties as needed; develops standard operating procedures; develops operating budget proposals and justifications for the unit; calls for repair of FIDS, public address and telephone system equipment, monitors repairs and verifies completion of work; recommends specifications for maintenance and repair contracts relative to on-call requirements and number of preventive maintenance visits and estimates need for and cost of replacement and repair parts; incorporates maintenance, repair and replacement costs in budget; authorizes payment for emergency repair work not covered by standard maintenance contracts; participates in staff meetings as necessary; directs the training of new employees; recommends hiring of new employees and evaluates the work of all subordinates; serves as a member on various committees such as the Airport Safety and Airport Communications Committees; resolves complaints as required; keeps abreast of airport maintenance, renovation and construction activities as they affect the FIDS, public address and telephone systems; supervises the maintenance of logs and statistics and provides information to assist in the development or expansion of these systems; maintains records of all telephone locals and controls and assigns lines as they become available; may perform airport information operation work in emergencies; prepares reports.

Knowledge and Abilities Required:

In addition to knowledge and abilities required at the next lower level, a position in this class requires knowledge of the principles and practices of supervision; and the ability to organize, schedule and direct overall aircraft FIDS, public address, telephone and highway/harbor emergency functions, develop and conduct training and evaluate work operations; prepare budget estimates and justifications; develop, propose and implement procedural changes, including interaction with other affected operational units.