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Class Specifications
for the Class:

AIRPORT OPERATIONS DUTY MANAGER
(AIRPORT OPERATIONS DUTY MGR)

Class Distinguishers:

Complexity: Positions in this class are in charge of immediate operations during an assigned shift to ensure the provision of safe, secure and continuous 24/7 airport services and activities at the Honolulu International Airport (HIA) and other Oahu district airports, in compliance with various federal, State and county laws, rules, regulations, and program policies, procedures and standards pertaining to aviation ground and flight operations, facility maintenance, and aviation and airport security and safety practices. The work involves directing, coordinating, and controlling all day-to-day operational activities (including security, communications, terminal, maintenance, custodial, ramp control, intra-terminal and ground transportation, airport medical, general aviation, air cargo, airline, airport tenants, users, and airport retail services) to avoid aeronautical and non-aeronautical accidents, security breaches, costly interruption in airport services, etc., and non-compliance with various pertinent laws, rules and regulations. This includes responding to emergencies and initiating immediate action on highly critical operational, life and safety, and customer service issues while communicating with appropriate emergency response teams and management; responding to and investigating complaints from airport users, tenants, employees, federal, State and county regulatory inspectors, security personnel, and accidents related to airport operations or on airport property; recommending improvements in operational and customer services related to an airport facility; and serving as point of contact for all airport/aviation related security directives and/or advisory circulars issued by the U.S. Department of Homeland Security when the Airport District Manager is not on duty.

Full Performance Knowledge and Abilities: *(Knowledge and abilities required for full performance in this class.)*

Knowledge of: Airport, aviation, airline, and public air transportation operations and management; federal and related State and county laws, rules and regulations and program policies, procedures and standards pertinent to aviation ground and flight operations and facility maintenance, and aviation and airport security and safety practices; operations and services of

the Honolulu International Airport and other Oahu district airports; development and execution of policies and procedures required to maintain and operate a public air transportation facility; aviation practices and terminology; problem solving methods and techniques; departmental functions, policies, procedures and organizational structure; report writing; and public relations.

Ability to: Plan, direct, control and coordinate operational activities and services of a public international airport; understand and ensure compliance with pertinent federal, State and county laws, rules and regulations, and program policies, procedures and standards; execute effective and timely decisions in high stress crisis situations; identify and resolve problems; communicate effectively both orally and in writing; prepare clear and concise reports and memoranda; maintain effective working relationships with others; and deal tactfully with a wide range of individuals and the public.

Examples of Duties: *(Positions may not be assigned all of the duties listed, nor do the examples necessarily include all of the duties that may be assigned. This does not preclude the assignment of duties which are not listed.)*

1. Directs, coordinates, and controls operational security, maintenance, custodial, ramp control, intra-terminal and ground transportation, airport medical, communications, terminal, general aviation, air cargo, airline, airport tenants, users, and airport retail services and activities for safe, secure and uninterrupted operations at the HIA, Dillingham Airfield and Kalaeloa Airport;
2. Ensures continual compliance with pertinent federal, State and county laws, rules and regulations and program policies, procedures and standards related to aviation ground and flight operations and facility maintenance, and aviation and airport security and safety practices;
3. Maintains safe and continuous operations of airports and provides senior management with factual and timely information for public dissemination;
4. Provides immediate response to all airport incidents and emergencies such as accidents and incursions within runways and taxiways, airport property facilities, and areas involving the public, irregular aircraft and vehicular movements affecting airport operations;

5. Assumes the role of the Incident Commander/Emergency Control Officer as defined in the Airport's Emergency Response Plan, to direct and coordinate activities of a wide variety of multi-tiered governmental and private agencies and emergency response units at the HIA, Kalaeloa Airport, and Dillingham Airfield;
6. Routinely conducts table top exercises with emergency response units in accordance with the Airport's Emergency Response Plan and provides on-the-job training for participants;
7. Makes timely decisions and takes effective action in solving problems as they arise during emergency situations;
8. Records accurate log entries of activities in preparation for post accident/injury reports required by federal, State and county agencies and/or legal claims against the State; and investigates and prepares appropriate technical reports;
9. Serves as point of contact for all airport/aviation related security directives and/or advisory circulars issued before and after normal State business hours by the U.S. Department of Homeland Security; interprets, organizes and executes compliance as necessary, and collaborates with airport management as time permits;
10. Provides operational direction to airport maintenance and contract engineers on certain repair and/or construction projects in ensuring security and safety compliance with the least amount of economic and service disruption to airport users and tenants;
11. Conducts investigations, counsels employees, and/or recommends disciplinary action to supervisors of custodial and maintenance employees on labor relations issues which occur when the supervisors are not on duty;
12. Initiates recommendations through staff studies for operational and customer service improvements related to a public transportation facility regarding the movement and storage of aircraft, ground equipment both on and off the airfield, intra-terminal transportation system, airport permit holders, airport retailers, and ground transportation;
13. Prepares and disseminates accurate public informational notices and airport notices to appropriate airport personnel, and Federal Aviation Administration (FAA) Notices

to Airmen (NOTAM) required for aviation related concerns in a timely manner to ensure safe, secure and continuous services and activities;

14. Investigates complaints from airport users, tenants, employees, federal, State and county regulatory inspectors, security personnel, and accidents related to airport operations or on airport property;
15. Maintains liaison with various branches of the U.S. Department of Homeland Security, including the Bureau of Customs and Border Protection, Transportation Security Administration, and Federal Aviation Administration; all branches of the U.S and State armed forces units; U.S. Coast Guard; Joint Terrorist Task Force; various State and county agencies; and air carriers, general aviation operators, etc.

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This is the first specification for the new class AIRPORT OPERATIONS DUTY MANAGER (AIRPORT OPERATIONS DUTY MGR).

Effective Date: 11/1/02

DATE APPROVED: 12/07/04 /s/ Dawn M. Young
for KATHLEEN N. A. WATANABE
Director of Human Resources Development