

TASK LIST - AIRPORT SUPERINTENDENT OF OPERATIONS  
(CLASS CODE 7268)

**AIRSIDE OPERATIONS**

1. Ensures compliance with Federal Aviation Regulation Part 139 (FAR Part 139) by visually inspecting airfield areas including runways, taxiways, taxilanes, paved and unpaved safety areas, associated airport lighting systems, and service roads for loose debris, cracks, holes, depressions, and difference in concrete and pavement, or other possible hazards which may interfere with the normal operations of airfield traffic.
2. Inspects ramps, tiedowns, cargo areas, aircraft maintenance areas, gates, fences, and hangar areas for loose equipment, fuel leaks, unauthorized persons, breaches in fences, open gates, compliance with noise abatement regulations, damaged equipment, and other possible hazards or non-compliance with pertinent government regulations.
3. Removes Foreign Object Debris (FOD) from airport operating area and ensures appropriate wildlife management practices are in place in order to mitigate contact with aircraft and ensure safe operating conditions.
4. Shuts down and reopens runways as necessary by communicating with the Federal Aviation Administration Air Traffic Control Tower to ensure a safe operating environment by reporting the status of airfield conditions such as disabled aircraft needs, Foreign Object Removal, holes in the runway, paint markings or failure of lights.
5. Inspects construction areas to monitor airport operations and ensure compliance with advisory circulars so that taxiways and runways are clear of loose debris, ensures barricades are properly positioned, and ensures construction vehicles remain clear of aircraft movement areas.
6. Responds to fuel spills and provides assistance to Aircraft Rescue and Firefighting (ARFF) and airline service company personnel to promptly return affected areas back into service. Records fuel spill results and provides follow-up on safety issues with airport users and stake holders.
7. Inspects fueling equipment and ensures that service providers are in compliance with local, State, and Federal laws, rules and regulations.
8. Responds and investigates aircraft and airport incidents and accidents as stated in the Airport Emergency Plan and responds according to instruction provided by a supervisor. Communicates any necessary closures to the Federal Aviation Administration Air Traffic Control Tower.

9. Responds to Alert 2 (pending aircraft incident or emergency) and based on instructions provided may stand by aircraft, escort tug to remove aircraft, check runway for debris, and escort aircraft to gate.
10. Responds to Alert 3 (accident occurred or about to, bomb threat, or hazardous material spill), and based on instructions given, may provide onsite instructions and assistance to Law Enforcement Officers and the National Transportation Safety Board.
11. Drives appropriate runway friction equipment down the runway to collect necessary data regarding runway braking action, communicates results to appropriate authority and requests any necessary service to construction and maintenance crew.
12. Monitors and approves aircraft engine run-ups, (cross-bleeds for engine starts), on aircraft movement areas to ensure that ground support equipment and personnel are clear of any jet blast concerns.
13. Provides escort, direction and guidance for scheduled and nonscheduled aircraft assigned to terminal gates, towing and taxing into terminals, and assists in obtaining necessary services such as bus service from remote terminals.
14. Responds to Federal Aviation Administration Air Traffic Control Tower request for protection of Instrument Landing Systems (ILS) critical area such as ordering vehicles off a particular taxiway or restricting construction operations when weather conditions change patterns of runway and taxiway use.
15. Monitors and reports aircraft movement and activity for safe operational status such as fuel leaks, smoking brakes, and unlatched access panels. Notifies the Federal Aviation Administration Air Traffic Control Tower for flight crew notification.
16. Reports, documents and records aircraft tail numbers and sends the aircraft parking form to the Accounting Section for direct billing.
17. Collects aircraft landing, parking, and other applicable fees from air carriers and sends funds to Accounting Section.
18. Provides airport escorts as necessary to airline staff, visitors, or film crews to various airport locations.
19. Assists by responding and overseeing VIP requests and dignitary protection requests as necessary.

20. Escorts survey crews to work sites on airport operation areas and observes their work in order to ensure that they are not adversely impacting normal airfield operations.
21. Receives, processes, investigates, and documents public noise complaints received by telephone and voicemail. Contacts the caller if any current information is available concerning airfield conditions and activity that may have created the unusual airport noise. Fills out a noise management form.

### **TERMINAL OPERATIONS**

22. Inspects terminals, parking lots and structures looking for abnormalities such as broken signs, broken glass, excessive trash, and abandoned vehicles. Completes paperwork to have maintenance work done in parking and public areas.
23. Inspects parking operations to ensure that entrances are covered, booths are staffed, field staff is in proper places, and other aspects of contract agreement are in compliance. Writes up all non-compliance into daily electronic logging for documentation.
24. Observes and reports passenger processing in Transportation Security Administration (TSA) screening areas and/or Federal Inspection Service (FIS) areas during normal and peak hours. Facilitates and provides assistance to mitigate slow down.
25. Monitors and directs the daily operations of gates, carousels, baggage piers, ticket counter assignments, and flight information display systems (FIDS) for Los Angeles World Airports' common use terminals.
26. Organizes the appropriate set up of stanchions in the terminals to effectively reroute the movement of passengers.
27. Conducts floor briefings in terminals with airlines and service providers regarding the status of the airport and the specific terminal or facility.

### **AIRSIDE AND LANDSIDE OPERATIONS**

28. Communicates by two-way radio to report airport and passenger terminal conditions to appropriate personnel.
29. Drives an assigned Los Angeles World Airports vehicle around various airport locations including terminals on and off the airport operating area.
30. Refuels and cleans assigned Los Angeles World Airports vehicle as necessary.

31. Enforces operating rules and regulations regarding motor vehicle operations (i.e. speed limits and keeping vehicles off aircraft movement areas) by personally notifying offenders to reduce speeds, stop unsafe vehicle activity, or vacate the area.
32. Picks up errant cargo, mail, equipment, materials and supplies from airfield terminals, and returns items to the Lost and Found Office or to the appropriate parties.
33. Responds to calls for assistance from other Airport Superintendents of Operations.
34. Understands and evaluates operational activity within the public areas of the airport to ensure operational efficiencies by independently anticipating and responding to needs of the public, airport personnel, and service providers.
35. Inspects tenant leasehold areas to ensure compliance with Los Angeles World Airports rules and regulations and lease documents (i.e. inappropriate use of non aviation related activities and equipment).
36. Mobilizes materials, tools and equipment such as stair truck, surface movement guidance control system (SMGCS) vehicle, x-ray van, cones, runway barricades, bullhorns, safety vest and other miscellaneous items to assist in airport operations.
37. Schedules and monitors special events at the airport such as aircraft displays, aviation related shows and exhibits.
38. Answers question and gives direction to the public, tenants, concessionaires, and other related governmental agencies regarding requests for airport information.
39. Acts as liaison for public assistance as necessary.
40. Responds to complaints from airline and airport tenants, staff, and the traveling public regarding the conditions of airport facilities and ensures appropriate notification for corrective action by referring the party or notifying maintenance personnel directly.
41. Resolves problems with parking operations such as computer failures and power outages by arranging for airport and/or parking contractor's staff to direct people out of the parking areas manually and to "over ring" the amount showing on the readout in order to control flow of traffic out of City controlled parking areas.
42. Records daily airport activities and ensures completion of self inspection and terminal inspection checklist.

43. Reads daily operational log books kept by Airport Superintendent of Operations on all shifts in order to identify problems with parking or with tram service, and takes appropriate action such as calling complainants, discussing problems with contractors, and/or notifying Airport management.
44. Works with Airport Management, Airport Safety Officers, and Airport Police to plan and carry out required triennial Aircraft Emergency Exercises including a simulated major aircraft disaster by planning, scheduling and holding meetings with, and coordinating activities of Airport personnel and staff of other agencies, such as emergency response, hospitals, American Red Cross, private ground and helicopter evacuation and ambulance services, emergency response teams, and volunteers to simulate victims.
45. Retrieves and enters data in established data bases in order to obtain information when needed.
46. Uses word processing software and other related aviation software programs in order to write letters, reports, or other documents and to fill out forms.
47. Understands the Notice to Airman (NOTAMS) process and issues all appropriate NOTAMS as necessary to ensure the safe and secure operation of the airport.
48. Assists with airport design-related projects by drafting airport facility plans, documentation research, plan review, and submission.
49. Assists in planning new airport facilities by attending meetings to present Operations' positions on matters such as location of parking and other landside signage; ground transport facilities; routes for ground transport; construction schedules layout of taxiways, runways, and service roads; and ensuring that field lighting and signage meet FAA requirements.
50. Makes recommendations such as changes in procedures or facilities, assignment of airport space or consideration of new equipment or materials.
51. Discusses work and/or problems with Airport management, tenants, airline operators, staff of other government agencies, contractors, parking audit staff, other interested parties and Airport Superintendents of Operations in order to arrange work activities and to resolve problems including frequently and/or repeated infractions to provide information and to plan for long range solutions to the situations.
52. Reads, interprets, and ensures compliance with Federal Aviation Regulations, Airport Rules, codes, ordinances and/or regulations such as, advisory circulars, Department regulations, Federal, City, and State environmental regulations, and emergency procedures in order to provide correct information and/or clarification to field personnel, tenants, airport patrons, and other interested parties.

53. Reads department procedures manuals, information materials about new tenants, facilities or equipment, and other resource materials as a guide to procedures such as those for safety, airport operations, and security. Also recommends appropriate procedural changes.
54. Writes memos, letters, and reports using information from personal observations, subordinates, complaints from the public, or communication with tenants, contractors, or other interested parties to describe work performed during a reporting period and/or special problems encountered.
55. Conducts airport stakeholder safety training.

**SUPERVISION** – (some II's and III's)

56. Trains employees by explaining and demonstrating work procedures, observing employee performance to ensure employees are properly trained, and determining if additional training is needed; provides safety and/or other specialized training to staff and/or other employees.
57. Develops and oversees the implementation of stakeholder airport safety training.
58. Plans work of unit, assuring priority assignments are handled first; considers assignments in terms of content, difficulty, safety, and timeframe as well as employee workload, capabilities, and developmental needs; and assigns responsibility and explains assignments in order to ensure workload is appropriately distributed among staff and that they are prepared to complete it as directed.
59. Discusses completed work with employees, including quantity and quality, timeliness, and problems encountered; and provides verbal and/or written praise and/or constructive criticism in order to provide recognition of good/poor performance and to coach them for effective performance of future assignments.
60. Documents incidents of noteworthy good or poor job performance; evaluates employees in areas relevant to the job; documents employee evaluations; and discusses evaluations with the employee in order to provide positive and negative feedback and identify developmental needs.
61. Interviews job candidates; applies the principles of Equal Employment Opportunity; listens to employee grievances and disputes to identify a fair solution based on facts; counsels employees regarding problems such as rule infractions or inappropriate conduct; and/or disciplines employees following departmental progressive disciplinary procedures in order to perform personnel policy functions.

62. Schedules employee time at work; approves/disapproves employee requests for time off; and verified that timesheets properly account for employee work time in order to assure necessary levels of staffing, timely completion of work and appropriate documentation.
63. Attends periodic staff meetings for the entire Operations staff in order to provide and to exchange information.
64. Discusses performance of subordinate Airport Superintendent of Operations staff with Airport management in order to make recommendations about matters such as special training, rotation to other assignments, and resolve problems.
65. Assigns responsibility to Airport Superintendents of Operations for responding, either by telephone or by drafting letters for the Airport Superintendent of Operations' signature to requests or complaints from the public about airport services or facilities from persons such as individuals, tenants, or other interested parties.
66. Commends good work or performance in order to improve morale and to provide examples for others by such means as praising good work, giving public recognition of outstanding performance or issuing notices of commendation.
67. Sets an example of behavior, positive attitude toward work and coworkers, and good performance for subordinates and coworkers by actions such as treating everyone with consideration, being sensitive to individual differences, arriving on time, completing assigned tasks on schedule, and not complaining about unpleasant jobs.
68. Assigned to the Airport Commercial Film desk for coordination and management of all commercial film activities at the airport, including collection of film desk fees and charges.
69. Responds to the incident Command Post and may act as Incident Commander of an incident.