



CLASS SPECIFICATION

02/09/2012

CHIEF OF OPERATIONS, 7258

Summary of Duties: Supervises or assists in supervising a group of employees engaged in monitoring the comprehensive and real time operational status of and/or in directing the airfield and ground operations at Los Angeles International Airport (LAX), Ontario International Airport (ONT) or Van Nuys Airport (VNY) and may act as the Airport Manager in the latter's absence.

Distinguishing Features: The Chief of Operations is responsible for the proper use of the LAX, ONT, or VNY facilities and/or operations. An employee in this class works under the general supervision of the Director of Airports Operations or manager at the level of an Airport Manager. An incumbent must have the ability to deal tactfully with colleagues, government and airline officials, tenants, and the public. The work involves the development of operating policies and procedures, supervising and training subordinates in the proper interpretation and implementation of such policies and procedures, and resolving problems with tenants and other users. The work may involve the implementation of National Incident Management System (NIMS) and Incident Command System (ICS) protocols. The Chief of Operations may work rotating shifts and is subject to call at any time for major emergency operational problems.

Examples of Duties:

- Supervises or assists in supervising subordinate personnel engaged in enforcing airport policies, procedures, rules and regulations;
- Resolves public and tenant complaints;
- Coordinates construction and maintenance activities to reduce operational problems;
- Schedules gate and hardstand assignments;
- Supervises the operation of domestic and international passenger facilities;
- Develops the annual budget for the operations group and ensures that the unit is operating within budgeted funds;
- Reviews and makes recommendations on applications to determine if facilities should be leased to new airline tenants;
- Reviews requests for motion picture permits, motor vehicle operating permits, non-exclusive license agreements, restricted area driving licenses and photo identification badges;
- Proposes, writes and/or reviews operating procedures and incident reports during daily operations and emergencies;
- Reviews proposed operating agreements to ensure that tenants have proper operating licenses and insurances, and possess the technical ability to perform and maintain their services;
- Meets with tenants to resolve problems;
- May act in the role of Airport Manager in the latter's absence which involves responsibility for all airport operations activities;

- May perform special studies on technical operations and administrative problems as requested by the Los Angeles World Airports (LAWA) Management or the Board of Airport Commissioners;
- In the case of emergencies, manages public parking lots and parking lot shuttle operations; and
- May occasionally be assigned to other duties for training purposes, or to meet technological changes, or emergencies.

Qualifications:

Knowledge of:

- Principles and procedures involved in the operations of a medium or large hub airport;
- Federal rules and regulations regarding airport operations;
- Airline procedures and aviation terminology;
- NIMS and ICS practices;
- Safety requirements of a medium or large hub airport;
- Laws and regulations related to equal employment opportunity;
- Operation of auxiliary electric generating and lighting equipment;
- Inter-communications systems;
- Drainage systems;
- Memoranda of understanding as they apply to subordinate personnel;
- Principles and practices of public administration, including budget preparation and personnel management; and
- Civil Service Commission Rules.

The ability to:

- Plan and direct comprehensive airport operations programs;
- Develop and enforce operating regulations and procedures;
- Develop safety operations, standards, and practices;
- Deal tactfully and effectively with the public, government and airline officials, tenants, and employees;
- Supervise operations personnel;
- Direct investigations; and
- Analyze data and prepare reports relating to airports operations.

Minimum Requirements:

1. Three years of full-time paid experience as an Airport Superintendent of Operations III; or
2. Three years of full-time paid supervisory experience at a medium or large hub airport, or equivalent military experience developing and implementing programs in airport operational planning, emergency and incident management, or safety management systems.

License: A valid California driver's license is required.

Appointment to a position in this class is subject to a one-year probationary period as provided by Section 1011 of the Los Angeles City Charter.

Physical Requirements:

Strength to perform average lifting of less than 5 pounds and occasionally over 15 pounds; good hearing and speaking ability; and good eyesight.

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends in part, on the specific requirements for the job, the limitations related to the disability, and the ability of the hiring department to reasonably accommodate the limitations.

As provided in Civil Service Commission Rule 2.5 and Section 4.55 of the Administrative Code, this specification is descriptive, explanatory and not restrictive. It is not intended to declare what all of the duties and responsibilities of any position shall be.