

**Airport Manager (7260)**  
**Task List – 2016**

**Emergency Operations and Response**

1. Plans, directs, and coordinates staff in the event of an emergency (e.g. natural disaster or a security or safety bridge) by quickly and effectively deploying staff to the Airport Response Control Center, incident command posts, or other ad hoc sites to perform critical duties and provide follow up actions in order to provide facilities management support and direct resources as needed for emergency response.
2. Develops and implements risk management principles and emergency response protocols including but not limited to Airport Response Plans and Emergency Procedures Manual(s) to reduce the risk of accidents and ensure that safety, security and operational units know how to respond and organize when a critical incident occurs.

**Planning**

3. Plans, directs, and coordinates, through subordinate supervisors', the use of airport facilities by airport tenants and other concerned organizations and airport activities performed by employees, tenants, public utilities and contractors including but not limited to airfield operations, terminal operations, ground operations, landside transportation, security, emergency management, custodial care, the enforcement of aircraft and vehicular ground traffic regulations and maintenance of buildings, facilities, utility services, and airfield at Los Angeles World Airports (LAWA) and Ontario International Airport in order to ensure efficient operation.
4. Plans for increased aircraft and passenger volume and facility expansion by reviewing historical statistical reports detailing the number of aircraft operations and passengers using the airport on a daily, monthly, as well as seasonal, yearly basis in order to ensure operations are safe and secure and that they meet passenger expectations and to make recommendations concerning personnel, budget, materials, and contracts to properly operate and maintain facilities that are impacted by the increased volumes, or that are constructed or renovated.
5. Plans work and develops long range and overall plans and proposals for the activities and operations of a major division, unit, or department by anticipating steps, setting goals, consulting with superiors, establishing priorities and work standards and setting time schedules in order to ensure that priority assignments are handled first, that workload is distributed appropriately among staff, and that projects are achieved in a timely and fiscally responsible manner.

**Airport Facility Operation and Support**

6. Procures materials within the organization or via contract by estimating operational and staffing needs based on data (e.g., the amount, size and type of project) and/or information provided by subordinates and then filling out budget requests to ensure that resources are available for project completion.

7. Directs and administers the issuance of airline and tenant operational and license permits by determining operational rules and regulations in order to ensure the safe and secure movement of aircraft and motorized vehicles on the airfield.
8. Enforces and reviews the Airport Certification Manual to ensure that all aspects of airport operations are conducted as prescribed in the Manual and that the Manual contains the latest airport operations best practices as approved by the Federal Aviation Administration (FAA) in order to ensure continued airport certification by the FAA.
9. Gathers, organizes, and analyzes information by reading and reviewing written documents (e.g. City Charter), asking questions of others (in person or by phone or email) and collecting data to compare facts, identify trends, and decide on the relevance and importance of information in order to resolve difficult, sensitive or controversial managerial and operational problems, make decisions/recommendations and implement process improvement plans and updates regarding issues such as airport processes and/or building space arrangements and allocations, or fully understand a topic, issue, or problem.

### **Supervision**

10. Mentors employees by providing expert guidance, technical assistance, and direction regarding issues such as discipline, labor relations, policy and procedure interpretation, employee selection, training, safety, and Equal Employment Opportunity (EEO) in order to promote employee development.
11. Decides on issues such as budget, personnel staffing, employee relations, contracts, training, and legal matters by comparing the advantages and disadvantages of alternative courses of action and considering factors such as cost, feasibility, and benefits and risks and then selecting among alternative courses of action in order to resolve matters and further department objectives.
12. Evaluates employee performance by reviewing work and monitoring job progress on an ongoing basis in areas such as task performance, communication, achievement of goals and objectives, and timeliness in order to provide feedback, identify developmental needs, and ensure timely completion of work that is consistent with standards.
13. Counsels and/or disciplines employees regarding issues such as rule infractions or inappropriate conduct, and handles grievances and disputes by following departmental progressive disciplinary procedures and/or by gathering necessary information to identify a fair solution based on facts in order to perform personnel policy functions.
14. Trains employees by explaining and demonstrating work procedures and observing work performance in areas such as emergency response (e.g., incident command systems (ICS) and National Incident Management System (NIMS)) to ensure they are properly trained and to determine additional training needs.
15. Motivates employees by communicating goals, objectives, roles, and providing feedback on employees' contributions and performance through personal contact,

recognition, and awards in order to increase morale and encourage employees to perform tasks efficiently and effectively.

16. Schedules employee time at work by approving and disapproving employee requests for time off and verifying that timesheets properly account for employee work time in order to ensure necessary levels of staffing, timely completion of work, and appropriate documentation.
17. Monitors activities, processes, and work flow in areas such as employee selection, contracts, discipline, and EEO in order to ensure appropriateness and compliance with applicable policies, procedures, expenditures, staffing levels, laws, and regulations.

### **Oral and Written Communication**

18. Communicates with employees orally or in writing, in a way which is clear and concise in order to inform employees on topics such as their role, or hear and resolve employee concerns, listen to employee suggestions, and provide information and answer questions regarding project timelines, department goals and objectives, organizational structure, personnel assignments, policy and procedural changes, training and promotional opportunities, internal and external factors affecting the department, projects, or employees, and interpretations of City policies such as the Memorandum of Understand (MOU) and EEO.
19. Confers with airlines, tenants, the FAA, and other associated Federal Agencies (e.g., TSA, FBI, and/or DEA) (by telephone, in-person, or email) regarding airport regulations, facilities and other related matters in order to ensure that the associated parties understand the airports facilities capabilities and requirements and for LAWA to understand their needs in order to operate properly, to clarify and/or enforce airport rules and regulations, and/or to assist in the resolution of any incident or issues.
20. Meets with community leaders, civic organizations and citizens regarding concerns such as aircraft operations, noise contours, traffic mitigation and air quality impacts in order to provide the community stakeholders an opportunity to relay their concerns and to advise them of the various initiatives the airport has instituted to mitigate impacts on noise, traffic and air quality.
21. Makes formal oral presentations to individuals and groups within and outside the organization, including City Council, public and private agencies, and community organizations, in order to state the department's position, provide requested information, and/or explain policies, procedures, or actions.
22. Writes memos, letters, and narrative reports including operating reports ensuring that the documents reflect appropriate tone, contain adequate background and factual information, have appropriate findings and recommendations and language which is clear, concise, and grammatical correct in order to inform Executive Management, the Board, other government agencies or community stakeholders on airport operations.