

**JOB DESCRIPTION
CITY OF SPRINGFIELD**

**HUMAN RESOURCES DEPARTMENT
EMPLOYMENT AND
COMPENSATION DIVISION**

Job Title	<u>Ground Services Supervisor</u>
Sch.& Grade	<u>PAT-7</u>
Class Code	<u>BH30</u>
FLSA Status	<u>Exempt</u>
Bargain Unit Elig.	<u>Not eligible</u>
Occupational Group	<u>Aircraft Ground Support Services</u>

PRIMARY PURPOSE:

Supervises and coordinates the Ground Services Program at the Springfield-Branson National Airport. Supervises and manages all ground services provided to both contracted commercial flights and charter aircraft upon arrival at and departure from the Airport.

SUPERVISION:

Under the general supervision of the Airport Operations Supervisor. Supervises a large number of operations staff for Ground Services Program.

DESCRIPTION OF WORK:

ESSENTIAL FUNCTIONS:

1. Supervises, plans, organizes and directs the ground services operations of the Airport for both contracted commercial flights and charter aircraft. Ground services operations include passenger check-in, security screening, baggage transfers to and from aircraft, aircraft deicing, aircraft cleaning, lavatory services, and aircraft power unit hookups.
2. Serves as the primary contact for individuals wishing to utilize Airport facilities for air charter operations, and works to enhance the frequency, aircraft size and passenger levels of air charter traffic into the Airport to ensure the continuing viability of ground handling services as an Airport profit center.
3. Schedules and directs ground services staff and crew members, evaluates their performance, and provides training and development as appropriate.
4. Supervises and participates in the development and implementation of departmental policy as it relates to ground services. Advises the Director and/or Assistant Directors of Aviation on policy issues, including making recommendations and decisions as appropriate and developing more efficient methods of operations as needed.
5. Coordinates ground services activities with air carrier personnel, station managers, and representatives of the Transportation Security Administration (TSA) as required.
6. Supervises and participates in the operation and training of various types of ground equipment, including, but not limited to, aircraft loading bridges, baggage tugs and carts, belt loaders, electric carts, lavatory carts, potable water carts, de-icing equipment and portable stairs in and around aircraft. Ensures ground equipment is maintained in good working order at all times.
7. Ensures compliance with current Federal Aviation Administration (FAA) and TSA security regulations, directives and procedures. Implements necessary changes in operations based on current directives while also balancing the goal of minimizing passenger delays. Attends regular and as-needed meetings.
8. Prepares verbal and written reports related to ground service activities as required.
9. Updates Multi-User Flight Information Display System (MUFIDS) as required to ensure compliance with ADA visual paging requirements. Updates electronic sign programming as needed in the intermodal facility to reflect current charter activity.
10. Coordinates communications between Airport, charter airline dispatch personnel and flight captain, including, but not limited to, information related to passenger manifests, weight/balance, fueling requirements, on/off times, uplift, flight release and weather packages. Resolves passenger complaints and conflicts between airlines and TSA related to boarding pass screening operation.
11. Negotiates pricing and other terms with commercial airlines and charters. Handles other business related responsibilities involving billing and collecting payments and coordinates with the Airport Business Office on other appropriate business matters.

IMPORTANT FUNCTIONS:

1. Attends conferences, seminars, workshops and other training for professional development and certification purposes.
2. Utilizes computer software applications such as email, word processing, spreadsheet and databases.

Performs related work as required.

QUALIFICATIONS REQUIRED:

Any combination of education, training and experience providing the following knowledge, skills and abilities:

Knowledge

Thorough working knowledge of the most common types of aircraft used in commercial and charter operations. For aircraft uncommon to the Airport, must be able to gain necessary working knowledge and train ground crews accordingly without causing delays in service. Working knowledge of current FAA/TSA security directives and procedures affecting ground services, as well as general procedures for passenger processing and baggage transfers.

Abilities

Supervise, plan, organize, and administer activities for the ground services area within the Airport; prepare timely written and verbal reports, training demonstrations, etc.; follow oral and written instructions; negotiate pricing and other terms for ground services contracts; communicate effectively both verbally and in writing; deal effectively and courteously with associates and the general public; exercise sound, independent judgment; analyze situations and problems with a results-oriented focus; resolve conflict effectively; identify and evaluate solutions, and effectively implement determined action; approach problem-solving creatively and with a team orientation; perform the essential functions of the job without posing a threat to the health and safety of others; model and promote acceptance and respect for differences among employees and citizens; performs effectively as a member of the team in carrying out both the City’s stated mission and philosophy and the Airport Board’s goals and objectives.

Experience, Education and Training

Typically requires graduation from an accredited college or university with a Bachelor’s Degree in Business Administration, Aviation Management, or a related area, plus at least one year of supervisory or working leader experience in airlines and/or ground services; or at least five years of experience in customer service and ground handling operations of which at least three years have been in a responsible supervisory capacity. Experience with certificated passenger airlines is highly desirable.

Physical Requirements

Performs reaching from ground level to overhead; possesses ability to grip objects and operate computer keyboard and appropriate office equipment. Must be able to push, pull or lift objects up to 70 pounds.

Working Environment

Primarily indoors with heating and cooling regulated in a general office environment. Requires movement throughout the Airport, with exposure to extreme weather conditions, aircraft noise, pollution and other hazards.

Licensing/Certification

Must possess a current Ground Security Coordinator certificate, with certification for aircraft over 61 seats.

Miscellaneous Requirements

Must be able to successfully pass a background investigation with a fingerprint-based criminal history records check in accordance with Title 14, Code of Federal Regulations, Part 1542, Airport Security, as required by the Transportation Security Administration. Must pass periodic random drug testing as required in 49 Code of Federal Regulations Part 40 for safety-sensitive employees. Must be able to work a variety of shifts and work and/or supervise a 7-day week operation. Subject to emergency call-in.

Last Revision:	February 13, 2012	GENERAL ORDINANCE NO. 5407
Comments:	Updated Abilities	Date: 10/4/04

I have read the foregoing job description in its entirety and understand its contents. I can perform the essential functions outlined with or without reasonable accommodation under the Americans with Disabilities Act.

Signed: _____ Date: _____