

**JOB DESCRIPTION  
CITY OF SPRINGFIELD**

**HUMAN RESOURCES DEPARTMENT  
EMPLOYMENT AND  
COMPENSATION DIVISION**

Job Title Airport Operations Center Agent  
Sch & Grade PAT-4  
Class Code FC03  
FLSA Status Non-exempt  
Bargain Unit Elig. Union Eligible  
Occupational Group Administrative Support

**PRIMARY PURPOSE:**

Responsible for dispatching personnel and maintaining records concerning airport operations and security. Responsible for responding to police-related and other general airport-related communications through the use of various devices (telephone, radio, and computer dispatch devices).

**SUPERVISION:**

Under general supervision.

**DESCRIPTION OF WORK:**

**ESSENTIAL FUNCTIONS:**

1. Operates the Airport Communications Center. Receives emergency and non-emergency telephone and radio calls, determines appropriate action, and dispatches police or other personnel as appropriate to properly respond to the situation.
2. Operates CCTV monitors, digital recording equipment, camera pan and tilt controls, access control system, alarm and suppression systems, airport paging system, 800 MHz radios, and other computer information units.
3. Monitors closed circuit televisions, cameras, and alarm activity to maintain proper security access and safety.
4. Maintains operations and dispatch logs.
5. Performs related clerical work to maintain records.
6. Conducts criminal history record inquiries for pre-employment and criminal history checks for persons seeking access to secured airport areas.
7. Coordinates with other departments, divisions, and outside law enforcement organizations to provide service and exchange of information.
8. Provide customer service for all incoming calls including maintenance and emergency calls for tenants, employees, airport divisions, and the public.
9. Prepares, processes, and maintains various routine records and reports which are often computer generated.
10. Utilizes appropriate computer software applications such as word processing, spreadsheet, and database.
11. Operates general office administration equipment such as a computer, calculator, fax machine, etc.
12. Logs property and evidence in the Property Room at the Springfield-Branson National Airport; testifies in court as required.
13. Receives, stores, and provides for the final disposition of any property or evidence seized by the Airport Police Department as assigned; this includes interpreting and following proper guidelines for packaging and storing evidence and ensuring the proper chain of custody is followed and sufficiently documented.
14. Attends departmental or outside agency training to maintain appropriate skills/certification as required.
15. Process applications for access badges, including entering personal information into the computer, processing fingerprints and coordinate SIDA training. Maintain access badge database.
16. Organize and maintain files for the security access control system and other systems as required.
17. Performs routine safety and certification inspections of terminal and general airport facilities.
18. Assists with updating or revising Airport Certification Manuals, Emergency Plans, etc.
19. Performs related duties as required.

**IMPORTANT FUNCTIONS:**

1. Travels to off-site locations for the purpose of completing job duties.
2. Maintains a neat and orderly work area.

*Performs related work as required.*

**QUALIFICATIONS REQUIRED:**

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

**Knowledge**

Knowledge of modern office practices and standard English usage. Demonstrate knowledge of the principles, practices, and methods of radio transmitting and receiving equipment; governmental rules, regulations, procedures, and records necessary in radio transmission for the SGF Airport System. Demonstrate knowledge of the geographical layout, facilities, systems, and security access restrictions of the airport. Demonstrate some knowledge of surveillance cameras and paging systems.

**Abilities**

React quickly and calmly in emergency situations; transmit messages clearly and accurately via radio, telephone, and computer. Accurately prepare and maintain records and reports requiring attention to detail; skilled at utilizing computer software applications such as word processing, spreadsheet and database; Follow oral and written instructions to complete assignments correctly and thoroughly; handle deadlines and stressful situations in a calm, orderly and accurate manner; compile, update, file, copy, sort, and retrieve information; take appropriate initiative in completing work; remember and recall details to provide customers and staff with appropriate information; communicate clearly and effectively both verbally and in writing; present an overall professional image; effectively welcome and embrace differences among employees and citizens; perform effectively as a member of the team in carrying out the City’s stated mission and philosophy; deal effectively and courteously with associates and the general public; perform the essential functions of the job without posing a direct threat to the health and safety of others.

**Experience, Education, and Training**

At least one year of experience in general dispatching or work in a commercial service airport environment or one year of administrative support experience with significant customer service delivery; experience with an emphasis on contact with the public desirable. Undergraduate degree in Airport Management or related field a plus.

**Physical Requirements**

Performs bending, sorting, and reaching to both ground level and overhead; lifts, carries, pushes and pulls up to 25 pounds; holds and grips objects; must have ability to operate a computer keyboard and mouse; may be subject to sitting for long periods of time.

**Working Environment**

Primarily indoors with heating and cooling regulated in a general office environment. May be assigned various shifts which could include nights, weekends, and holidays.

**Licensing/Certification**

Assignment to some departments requires incumbent to possess a valid Missouri Motor Vehicle Operator's License and in some cases provide own vehicle for on-the-job transportation purposes.

**Miscellaneous Requirements**

Must pass a 10-year criminal history background check as required by the Transportation Security Administration.

<b>Last Revision:</b>	December 20, 2018	<b>GENERAL ORDINANCE NO.</b> 6459
<b>Comments:</b>	Edited Essential Functions. Removed typing requirement from Abilities. Edited Working Environment.	<b>Date:</b> August 10, 2018

**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:** \_\_\_\_\_