



City of Phoenix

Airport Operations Assistant

Job Code:	24010	Job Function:	Aviation
Salary Plan:	006	Grade:	344
FLSA:	Nonexempt	Labor Assign:	Unit 3 AFSCME 2960
Benefit Cat:	003	EEO-4:	Protective Service NonSworn
SOC:	33.9032.00	Last Revision:	February 2024

This description shall not be held to exclude other duties not specifically mentioned that are of similar kind or level of difficulty as the examples of typical functions of the classification. They are intended to describe the general nature and level of work being performed by individuals assigned to positions in this classification.

DEFINITION:

The fundamental reason this classification exists is to perform a variety of tasks associated with traffic control, parking enforcement, airport safety and security, passenger assistance, and other public service activities in both Airside and Landside Operations at Sky Harbor Airport. Operations Assistants respond to airport emergencies and incidents and perform inspections of both airside and landside facilities to ensure compliance with applicable regulations. There is a strong emphasis on the ability to handle a variety of problems as they arise and to maintain the positive image of the airport.

SUPERVISION RECEIVED/GIVEN:

Incumbents report to a supervisor who rates performance based on observation of duties assigned. Some positions will require working shifts, nights, weekends, and holidays.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only):

- Provides assistance during aircraft and other emergencies;
- Conducts safety and security inspections in and around airline ramp, air cargo, perimeter fences, general aviation airfield, terminal gates, terminal parking lots, and other related airport airside and landside areas;
- Monitors construction activity and airport tenant activity to ensure compliance with applicable regulations, takes corrective actions or provides instruction on rules or regulations
- Assists in pushing, pulling, storing, and using various equipment such as dollies, water-filled barricades, baggage carts, and portable ground power units;
- Assists passengers in solving travel related problems by escorting customers, answering questions, giving directions, and providing referral services;
- Performs traffic, pedestrian, and crowd control functions;
- Patrols assigned areas for parking infractions and issues notices of violation
- Enforces driver safety rules, Sky Harbor rules and regulations, Phoenix City Code and issues notices of violations;
- Impounds abandoned and/or lost property;
- Testifies as a witness in connection with citations or notices of violation issued;
- Removes foreign objects or debris from the airfield;
- Coordinates and inspects airport or tenant contractors for compliance;
- Investigates complaints and inquiries and makes proper disposition or directs them to proper authorities;
- Prepares various reports and completes forms using computer software;



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- Utilizes various communication and electronic devices to perform tasks including hand held radios, ticket writers, cell phone, e-mail, and communication with air traffic control towers using radio;
- Maintains regular and reliable attendance.
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity assistance during aircraft and other emergencies.

REQUIRED KNOWLEDGE AND ABILITIES:

Knowledge of:

- Statutes and ordinances relating to airport security and traffic control.
- Aviation rules and procedures, and security practices and procedures.

Ability to:

- Observe and monitor objects to determine compliance with prescribed operating or safety standards.
- Perceive the full range of the color spectrum.
- Make continuous or repetitive hand-arm movements to safely direct traffic.
- Remain in a sitting position for extended periods of time.
- Remain in a standing position for a long period of time.
- Issue citations to abandoned or illegally parked vehicles.
- Escort contractors and others onto the airfield in in secured/sterile and various landside areas.
- Climb stairs and steps.
- Physically push, pull and store various types of equipment.
- Work cooperatively with the public and other City employees.
- Communicate orally in the English language with individuals in a face-to-face, one-on-one or group setting.
- Utilize phone and radio.
- Understand and follow oral and written instructions given in the English language.
- Learn job-related material primarily through oral instruction and observation. This learning takes place mainly in on-the-job training setting.
- Work in a variety of environmental conditions with exposure to dust, extreme heat and cold temperatures.
- Walk for prolonged periods in order to inspect ramps, perform door checks, and escort individuals to and through airport facilities.
- Produce written documents with clearly organized thoughts using proper sentence construction, punctuation, and grammar.
- Respond verbally to complaints, protests, etc., from unhappy or irate individuals using tact and diplomacy in order to maintain positive public image.
- Exercise judgment and make decisions as to appropriate actions under pressure in accordance with rules and regulations.
- Enforce correction of infractions through verbal warnings and written citations.
- Work safely without presenting a direct threat self or others.

Additional Requirements:

- Employees who serve in this classification, and who are skilled in a second language, may be called upon occasionally to utilize that skill in the routine performance of their duties.



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- Some positions require the use of a personal or City vehicle on City business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license and have an acceptable driving record. Use of a personal vehicle for City business will be prohibited if the employee does not have personal insurance coverage.
- Some positions will require the performance of other essential and marginal functions depending upon work assignment, location, or shift.

ACCEPTABLE EXPERIENCE AND TRAINING:

Two years of experience serving as a security guard at a major international airport. Other combinations of experience and education which meet the minimum requirements may be substituted.