

**CLASS TITLE: Shift Supervisor of Security Communications Center**

**CHARACTERISTICS OF THE CLASS:** Under general supervision, supervises personnel on an assigned shift at the Safety and Security Communications Center; and performs related duties as required.

**ESSENTIAL DUTIES:** Prepares work schedules to ensure coverage at the Communications Center and ID badging work stations; manages security, safety and other airport communications activities for airside and landside operations; coordinates and supervises communications activities during crises; supervises the update of computer data regarding identification badging and vehicle permits; supervises access control data input and the monitoring of lock key coded entrances; supervises response to 911 emergency calls; coordinates communication activities among Federal, State and municipal personnel; supervises operation of mainframe and Computer Aided Systems.

**RELATED DUTIES:** Provides on-site training to security communications personnel; monitors employees to ensure compliance with City, State and Federal guidelines, rules and regulations; coordinates VIP visits and tours of communication center.

**MINIMUM QUALIFICATIONS:**

Training and Experience. Four years of experience in dispatching security and/or emergency personnel, or an equivalent combination of training and experience.

Knowledge, Abilities and Skill. Considerable knowledge of airport security rules and regulations. Considerable knowledge of airport security and police and fire communications activities. Considerable knowledge of the principles, methods, practices and terminology used in telecommunications and its application in real time response situations. Considerable knowledge of access control, communications and safety/security operations, functions and related equipment.

Ability to schedule, assign and supervise the work of others. Ability to coordinate and supervise communications activities during crises. Ability to access multi-level facilities.

Considerable skill in the operation of telecommunications equipment. Working skill in managing security, safety and other communications activities for airside operations. Considerable skill in interfacing with staff, City police, airline personnel and governmental representatives. Good oral and written communication skills.

CLASS TITLE: **Shift Supervisor of Security Communications Center (Cont'd)**

Working Conditions. Inside: Varies from occasional abnormal variations in temperature to unavoidable fumes, noise, dust and atmospheric conditions.

Equipment. Two-way radio, telecommunications device for the deaf (TDD), Computer Aided System and standard office equipment.

NOTE: While the list of essential duties is intended to be as inclusive as possible, there may be other duties which are essential to particular positions within the class.

July, 1992  
(ADA requirements revised January, 1996)  
(Minimum Qualifications revised May, 2007)