PANAMA CITY – BAY COUNTY AIRPORT AND INDUSTRIAL DISTRICT
NORTHWEST FLORIDA BEACHES INTERNATIONAL AIRPORT

JOB DESCRIPTION

CLASSIFICATION: Airport Operations Center Specialist

DEPARTMENT: Police

SUPERVISOR: Operations Center Supervisor

EFFECTIVE DATE: October 1, 2026

PAY GRADE: 103 ($41,108.97 - $73,996.14)

PAY CLASSIFICATION: Non-exempt

DEFINITION: Responsible for appropriate dissemination of emergency and non-emergency information via 800 MHz radio and telephone. The information is received by telephone, radio and various safety and security systems.

EXAMPLE OF DUTIES:

- Routinely monitoring of CCTV or similar Camera/Access Control Systems
- Familiarity with airports and airport operations
- Ability to train and develop others on operational procedures and systems operations
- Ability to operate and train operators on countywide 800 MHz Public Safety Communications System
- Dispatch Police, Fire, and Medical response personnel, as well as Airport Operations and Airport Maintenance personnel, and various mutual aid to emergency and non-emergency situations, including aircraft emergencies, medical emergencies, traffic crashes, security incidents, and citizen assists.
- Operate numerous computerized safety and security systems
- Initiate emergency notifications and/or recall procedures
- Operate Florida and National Crime Information (FCIC/NCIC) computer system and relay information to Criminal Justice personnel when appropriate. Annual certification required through FDLE.
- Multitask. Receive and analyze information, prioritize calls, and disseminate information to emergency or non-emergency personnel
- Initiate emergency evacuation or public service messages through the public address system.
- Generate work order reports regarding equipment malfunctions to appropriate parties when applicable and work in conjunction with maintenance, I.T., contractors or technicians to facilitate repair
- Maintain numerous operational and/or duty logs

- Assist the traveling public and airport tenants with general information, flight information and operations support
- Perform other duties as assigned

QUALIFICATIONS: High school graduate and three years' experience in operating computers, fire/security alarm systems, emergency dispatching in fire, rescue, medical, or police operations, or an equivalent combination of education, training, and experience. Must have a valid Florida Driver's License. Additional qualifications include the following:

- Must have operating knowledge of various computerized information systems
- Must have excellent hearing, sight, and ability to speak clearly, distinctly, and effectively
- Must be able to remain calm during emergencies/stressful situations and be able to make split-second decisions under pressure
- Must have the ability to prioritize multiple tasks and handle more than one task at a time
- Must understand techniques of taking control of an emergency call and obtaining critical information needed
- Must have knowledge of principles of emergency dispatch and coordination of multiple resources
- Must be able to work in a confined, high-noise area with no scheduled meals or breaks
- Must work rotating shifts, weekends, and holidays
- Must be able to type a minimum of 25 CWPM
- Familiarity with 800 MHz public safety radio systems

MISCELLANEOUS REQUIREMENTS: Must pass pre-employment drug testing as well as periodic testing in accordance with airport policy; must pass a 10-year, fingerprint-based, criminal history records check as required by the Transportation Security Administration. Must obtain and maintain annual FDLE CJIS Certification.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

SUMMARY:

Occasionally - Lift/Carry: 20-35 - lbs., Push/Pull: 20-35- lbs., Kneel, Climb, Crawl, Reach above Shoulder and Reach Outward, Drive

Frequently - Lift/Carry: 20 lbs or less., Push/Pull: 20 lbs or less., Bend, Twist/Turn, Stand

Constantly - Hand/Fine Motor Skills, Walk, Sit, Type/Keyboard

DISCLAIMER:

The examples above are illustrative and not intended to describe every function which may be performed by this job class. The omission of specific duties does not preclude management from assigning specific duties not listed, if such duties are a logical assignment to the position.