

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

JOB DESCRIPTION

CLASSIFICATION: Airport Operations Supervisor

DEPARTMENT: Operations

SUPERVISOR: Deputy Executive Director

EFFECTIVE DATE: October 1, 2023

PAY LEVEL: 170 (\$47,068.13 - \$88,093.89)

PAY CLASSIFICATION: Non-exempt

DEFINITION: This position is responsible for assisting senior Airport Staff with a variety of tasks including regulatory compliance, project coordination, long-term strategic planning, and operational issues relating to the terminal and landside functions, including ground transportation. Supervises and participates in the coordination of customer service for the terminal facilities to provide for the safety and convenience of passengers and businesses at the terminal. Provides supervision and support in all aspects of the operation and management of a small hub, commercial airport including, but not limited to; public relations, contract management operational and construction issues, operations budget development, and other projects. Supports administrative and office functions by providing phone and walk-in customer service.

EXAMPLES OF DUTIES: Performs day-to-day routine activities that are required to keep the airport operating efficiently and effectively. Tasking will be from a wide range of areas requiring analytical and constructive thinking to develop common sense solutions. Compiles and verifies complex and/or technical information. Prepares reports, charts or tables. Evaluates data and makes recommendations based on data gathered and information provided. Researches and assembles a variety of data from office records, resolutions, or orders for incorporation into various reporting purposes. Supports projects by coordinating/assisting in drafting of RFPs, bid documents, solicitations and project related documentation, research and data collection, coordination with tenants, stakeholders, passengers, air carriers and staff. Ensures compliance of FAA Part 139 and TSA Part 1542 regulations. Provides operational support to various departments and supporting agencies. Interaction with the traveling public, terminal and non-terminal airport tenants, and employees. Ensures timely response to e-mail requests, researches information to answer technical questions, and provides customer service while resolving concerns. Assists in the development and maintenance of the computerized filing systems.

Makes use of available tools to ensure efficiency and accuracy of work, analyzes airport's needs,

recommends and implements procedural changes. Performs other duties as required.

Supervises Airport Operations Agents and Passenger Information Specialists.

QUALIFICATIONS: Four-year degree from an accredited college or university in the area of aviation management, airport management, business administration, public administration, or similar area, and one to two years of increasingly responsible experience or combination of experience and education at a public service airport facility. Must be able to communicate effectively in both oral and written form. Must possess a valid Florida driver's license.

WORKING ENVIRONMENT: Both indoor and outdoor working environment with exposure to dust and pollen; subject to a variety of extreme weather conditions; exposure to constant noise as well as fumes and odors.

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. Schedule may require shift-work to include evenings, weekends, and holidays to meet the needs of the airport. Subject to emergency call-out.

APPLICATION REQUIREMENTS: This is an "internal only" job announcement. Only current District employees may apply. All interested in the position MUST complete a new job application and submit to the department via Lisa in Administration.