

***Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.***

**FUNCTIONAL DUTIES** Serves as Executive Staff Coordinator in the Office of the Vice President and Airport Manager (Airport Manager), Ronald Reagan Washington National Airport (DCA), Metropolitan Washington Airports Authority (Airports Authority). Supports the Airport Manager by coordinating with staff at all levels of the organization, including human resources, revenue, finance, engineering, and procurement, to facilitate the necessary support of National Airport management activities and to ensure Office operations are conducted in accordance with appropriate policies, procedures and applicable laws or regulations. Facilitates coordination and cooperation between the Airport's various constituencies (Airports Authority management, airlines, tenants, concessionaires, the traveling and general public, public interest groups, governmental agencies, etc.) and works closely with the Airport Manager to resolve conflicts and identify/implement workable solutions. Serves as liaison for DCA with government and civic groups and is the primary point of contact with the public concerning airport activities. Represents the Airport Manager on a variety of management issues in meetings, presentations, and other communications. Directly supervises clerical and program assistant staff within the Office. Performs related functions.

--Facilitates the work efforts of and coordination between the DCA Operations, Engineering and Maintenance, and Airport Administration Departments, and with other Airports Authority Offices and Departments (e.g., President and CEO, Executive Vice President and COO, Corporate Engineering, Communications, General Counsel, and Human Resource staff; as well as external consultants and contractors, etc.), as necessary, for all aspects of the work of the Airport Manager's Office.

--Coordinates the development and implementation of Airport policies, programs and operations. Represents the Airport Manager on matters of business, working with other Airports Authority Offices (e.g., General Counsel, Board of Directors, Revenue, etc.), airline station managers, and retail/food and beverage developers, as necessary.

--Identifies and analyzes issues concerning airlines, tenants, concessionaires, and government/civic groups related to airport operations and Airports Authority business plan and goals. Meets and coordinates with department/division managers to obtain additional information or resolve issues and personally prepare consolidated reports or responses.

--Works closely with DCA Budget staff to ensure that all immediate and future aspects of the Airport's Operation and Maintenance (O&M) expenditures are coordinated into the development and execution of National Airport's annual and 5-year O&M budgets. Facilitates discussions among the Airport's management staff where "trade-offs" or compromises in resources, including staff requirements, can be accommodated. Makes recommendations, along with other department managers, on final budget requests. Performs or participates in quarterly reviews and recommends adjustments.

--Assists the Airport Manager in the application and administration of various Human Resource programs and policies. Facilitates the annual PfP goal-setting and performance management

planning process among DCA Department Managers and recommends agreed-upon annual targets to the Airport Manager. Works closely with DCA managers/supervisors, and consults with applicable HR staff as necessary, to resolve individual performance problems and conduct and discipline issues on behalf of the Airport Manager. May coach supervisors, as necessary, to be effective in their management roles.

--Advises Airport Manager on community relations and outreach activities at DCA. Serves as the contact person for the Airport with Federal, state and local officials and educational, business and civic organizations. Coordinates efforts with the Office of Communications staff. Plans and coordinates meetings for Airport Manager with government and business groups. Represents the Airport Manager at community meetings (public hearings on Airport issues, etc.).

--Coordinates activities of media representatives at the Airport with the Office of Communications. Participates in meetings, in conjunction with the Operations Department and Office of Communications to advise representatives on the procedures to be followed concerning media events at the Airport. Serves as the principal contact to review and approve TV/Movie filming on the Airport.

--Investigates and responds to requests, inquiries and complaints from the general public. When possible, resolves problems without delay based on personal knowledge of Airport operations and programs. As needed, refers issues to the appropriate office for action.

--Conducts research for the preparation of a wide variety of correspondence for Airport Manager on matters pertinent to the status of programs or issues and planned courses of action. Attends meetings (e.g., Board of Directors, President and CEO staff meetings, Airline Management Council, etc.) and coordinates reports/responses concerning airport issues for the Airport Manager.

--Conducts informal inspections of airport areas, noting items such as improper signage, appearance of concession areas and identifies items that need to be changed. Coordinates the resolution of needed changes with the Airport Manager, department managers, airline station managers, and retail/food and beverage developers and Business Administration Office or Engineering Office.

--Prepares written responses for the Airport Manager's signature such as: monthly report to Executive Vice President and COO, staff studies, annual business plan, informational materials, board papers, and airport policies.

--Communicates and interacts effectively with internal and external business contacts including, but not limited to, other members of the unit/team, other Airports Authority employees (such as officials, executives, managers, supervisors, professionals, and support staff), air carrier representatives (corporate as well as station staff), governmental representatives, community groups, media, vendors, suppliers, tenants, airport users, and the general public.

--Uses a computer and (a) modern office suite software (such as MS Office) to communicate (email), plan, schedule, word process, prepare presentations and graphics, manipulate data (spreadsheets and databases), and perform or conduct research (includes Internet searches); (b) enterprise system/software for requisitioning, budgeting, time and attendance reporting, payroll, and other functions; and (c) special systems/software used in the office.

--Drives an airport vehicle, airside as well as landside, to coordinate work activities with offices in other buildings, to attend meetings on and off Airport property, and perform other functions.

--\*Performs related duties on own initiative or as assigned.\*

**MANAGERIAL AND SUPERVISORY DUTIES:** In the context of team functions and operations, provides:

Organizational Planning Establishes goals. Develops program plans and milestones. Assigns priorities. Develops policies and procedures. Projects budget requirements and allocates available resources.

Program Direction Communicates organizational goals. Keeps employees and other managers informed. Develops and establishes review systems to assist in achieving goals. Reviews costs, manages fiscal resources and maintains control over assigned Airports Authority resources and assets.

Human Resource Management Selects, assigns and develops employees. Delegates and assigns work. Evaluates employee performance and administers human resource management programs established by the Airports Authority. Ensures the application of EEO principles and adheres to EEO requirements.

Program Evaluation Reviews program quality and progress toward achieving goals on a periodic basis. Takes corrective actions to maintain work progress on schedule, improve employee performance or modify program goals or operations, as appropriate.

*Critical features of this job are described under the headings below. They may be subject to change through reasonable accommodation or otherwise.*

## **MINIMUM QUALIFICATIONS (MQs)**

To be rated qualified for this job, an applicant must meet all of the MQs listed below at the time of vacancy announcement closure.

1. A bachelor's degree in any field providing a strong foundation for successful performance of the DUTIES in this job description, or an equivalent combination of education, experience, and training that totals four years.
2. Seven years of progressively responsible administrative and business management experience that includes substantive work in most of the DUTIES in this job description, to

include: (a) project management that includes managing or monitoring multiple projects concurrently in a self-directed and self-sufficient manner in time-sensitive, high-visibility situations, while ensuring coordination and integration among related efforts; (b) budget and fiscal management that includes coordinating an operating budget with multiple, diverse accounts and reviewing expenditures; (c) communication management that includes drafting/reviewing/creating such public information documents as fact sheets, talking points and presentations; (d) contract management that includes drafting/reviewing/creating statements of work and tracking contractor performance; and (e) building business contact relationships and leveraging them to coordinate and facilitate the work of others.

Education and training beyond what is needed to satisfy MQ 1 above may be substituted for up to two years of these seven years of experience. For example, a master's degree in any field providing a strong foundation for performance of the DUTIES in this job description may be substituted for two years of these seven years of experience.

3. Education, experience or training indicating the ability to perform successfully as a first level supervisor such as the ability to plan/assign/review work, deploy personnel, monitor work operations, obtain effective results and perform a full array of supervisory personnel functions.

### **PREFERRED QUALIFICATIONS**

The qualifications listed below (if any) are preferred and may be considered in the selection process, but are not required to be rated qualified for this job.

None

### **KNOWLEDGE, SKILLS, ABILITIES, AND OTHER FACTORS (KSAOs)**

The following KSAOs are required for successful performance of this job and are a basis for rating and ranking applicants who are found to meet the MQs. *Local, Federal, airport industry or Airports Authority specific bodies of knowledge listed below may be acquired on the job, typically; ability to rapidly acquire them is required at the time of vacancy announcement closure.*

1. Knowledge of Airports Authority management functions, policies and procedures, including EEO principles and requirements, and knowledge of supervisory principles, altogether to manage the operations and programs of the unit/team and to perform supervisory functions.
2. Knowledge of transportation and aviation industry issues; knowledge of the Airports Authority's and the Airport's mission, goals, objectives, and policies; knowledge of Capital Construction Program, Capital, Operating and Maintenance Investment Program and Operations and Maintenance management activities affecting Ronald Reagan Washington National Airport (DCA); knowledge of commercial programs and concession activities affecting DCA; knowledge of DCA operational procedures; and knowledge of a variety of other line and staff program areas affecting DCA, altogether to analyze various issues, make

recommendations and/or solve problems and develop reports.

3. Comprehensive knowledge of DCA, including but not limited to, its history, operations, administration, development plans and working relationships with other Offices and departments, such as Public Safety and Consolidated Functions; knowledge of the location, functions and baseline concerns of airlines, tenants, concessionaires and other entities at DCA; and knowledge of DCA airport traffic statistics and trends altogether to support the Vice President and Airport Manager and help coordinate Airport program issues, respond to complaints and requests for information, and perform other functions.
4. Skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. This includes the ability to recognize subtle aspects of problems, identify relevant information and quickly assess the importance of issues to the Airport and the Airport Manager. Examples include identifying issues or problems, alternatives and recommend solutions with corresponding action plans, concerning a wide variety of transportation/aviation industry and management issues affecting.
5. Skill in oral communication to understand verbal information (facts, policies, etc.), and to express such information verbally so that others will understand, and in certain circumstances, be convinced. Examples include making presentations and effectively exchanging verbal information with individuals or groups, such as air carrier representatives (corporate as well as local staff), government representatives, community groups, and the general public, representing Airport Manager and in coordinating comments on proposed management policies, etc.
6. Skill in written communication to understand written information (facts, policies, etc.), draw inferences, form hypotheses and develop logical arguments, and to express such information in writing so that others will understand. This includes skill in reviewing the work of others such justifications and rationale for proposed budgets and in writing correspondence, reports, and position papers on a variety of issues.
7. Interpersonal skills to interact effectively with business contacts in a businesslike, customer service-oriented manner.
8. Skill in using a computer and (a) modern office suite software (such as MS Office) to plan, schedule, communicate, word process, prepare and develop reports and spreadsheets, and conduct/perform research (Internet use, as in researching other airports); (b) enterprise systems/software for requisitioning, budgeting, time and attendance reporting, and other functions; and (c) specialty systems/software used in the Office.

**RESPONSIBILITY** Is responsible for assisting the Airport Manager in facilitating and coordinating the work performed at the Airport into a cohesive/consolidated operation; coordinating the development and implementation of Airport policy, programs, and objectives; serving as liaison for the Airport with government, business and community groups; and coordinating the internal administration and clerical work of the Office staff. Work directly

impacts the Airport Manager's ability to effectively manage, coordinate and consolidate the Airport's various administrative and operational programs.

Reports to the Vice President and Airport Manager (Supervisor). The incumbent works independently on a day-to-day basis to oversee office and secretarial operations, reviews/coordinates/approves a wide variety of correspondence including programmatic documents, technical reports, and contracts. Keeps the Supervisor informed of events and potential problems. Performs own work in assigned areas independently, keeping the Supervisor informed of projects and operations, and significant problems and matters that should be presented to more senior levels of Airports Authority management. Most work flows to the incumbent as a function of assigned responsibilities; other work is generated by own technical proposals or is specifically assigned. The Supervisor provides overall objectives and policy guidance for ongoing responsibilities, and brief instructions/time frames for special projects, leaving the specific approach to the incumbent. Results of work are expected to be accurate and thorough. Work is typically reviewed in terms of quantity, quality, timeliness, customer service, teamwork adherence to guidelines, and other factors, including specific performance management requirements.

Guidelines and references include executive level documents and plans; Airports Authority budget documents; airport/airline security and safety issues airport regulations and master plans, and Federal regulations; Airports Authority policy, programs and directives involving contracting, human resources management, including EEO principles and OSHA requirements, and financial management; Orders and Instructions; industry publications, airport traffic statistics and software manuals. The incumbent uses judgment in applying/adapting guidelines and deviating from established practices as required to accomplish essential functions. Uses initiative to identify, develop and recommend new programs, and to accomplish established Office functions more efficiently despite organizational resource constraints.

**EFFORT** The work is primarily sedentary and typically requires light physical effort as in opening/closing file drawers, lifting and carrying files/building plans, etc. Incumbent may sit for extended periods while performing desk work; moves about extensively to meet with key officials, attending meetings, obtain or distribute work materials, meet with people, etc. Expresses oneself clearly during group tours and presentations. Regularly uses a computer to develop reports, analyze cost proposals and perform other tasks; operates other office equipment. Frequently exchanges information by telephone. Frequently reviews management reports, proposals and other documents that contain small print and notations. In driving, operates vehicle using judgment in consideration of weather, traffic and other factors.

**WORKING CONDITIONS** Works primarily in an adequately lighted, ventilated and temperature controlled office and conference rooms. May be subject to adverse weather conditions when visiting various Airport locations. When visiting construction sites wear hard hat and other protective gear, as needed. May be subject to some job pressures and frustrations from time-sensitive assignments, continual change in priorities and deadlines, unplanned disruptions to schedule, interpersonal conflict situations, and other factors. Tact and patience are required in dealing with all contacts both internal and external.

**OTHER SIGNIFICANT JOB ASPECTS** Subject to recall on a 24-hour basis for emergency situations.