

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

**DUTIES** Serves as an Airport Operations Duty Manager at Washington Dulles International Airport (IAD), Metropolitan Washington Airports Authority (Airports Authority). Performs airport management duties with shift responsibility for the safe, efficient, and secure operation of the entire IAD Airport (Airport) complex during assigned shift, including aircraft operations, terminal buildings, leased areas, Airports Authority office buildings, Airport road systems, Airport parking structures, and associated properties. Maintains constant awareness of changing conditions, activities and requirements affecting Airport operations, such as construction and maintenance projects, security requirements, meteorological conditions, arrivals and departures, passenger, and vehicular traffic. Manages work with the goal of maximizing safety and security with minimal disruption to Airport operations. Develops and implements approved Airport security, certification and safety programs in accordance with Federal Aviation Administration (FAA) and Transportation Security Administration (TSA) regulations and Airports Authority guidelines. Reacts and responds to incidents, events, problems and complaints in a professional manner with the authority to take appropriate actions. Performs related functions.

--Identifies and builds relationships with Airport employees at all levels of management including corporate officials of the Airports Authority, the airlines, and tenants; station managers; and ramp and terminal/concession/maintenance/contract employees to gather information and build networks of cooperation across the Airport community. Identifies the business objectives of the various stakeholders to better understand the operational environment. May facilitate opportunities where mutual business goals, across entities, can be achieved through collective efforts ensuring that activities are not contrary to current contractual or leasing agreements. Builds networks of contacts at other airports to collect industry information, such as industry "best practices" for airport operations and makes recommendations for changes, as appropriate.

--Initiates and directs the appropriate Airport Contingency Plan(s) and makes decisions on behalf of the Airport Manager during emergencies and other events. Performs as the Incident Commander unless (or until) relieved, as dictated by the Airport Emergency Plan (AEP). Coordinates the efforts of personnel from the TSA, FAA, the Airports Authority Police and Fire and Rescue Departments, Federal Bureau of Investigation (FBI), airline and tenant representatives and other private sector entities that are involved in the emergency at hand, to ensure the efficient, effective use of available resources. Fulfills responsibility for effective response to, and resolution of, the emergency, unless/until relieved.

--Maintains constant awareness of conditions, activities and changing requirements affecting Airport security. Patrols and inspects the Airport complex to ensure all Airport operations security-related mechanisms, procedures, and operations are in compliance with TSA's 49 CFR Part 1540 and 1542 requirements. Acts as a liaison between the TSA, airlines, tenants and other stakeholders regarding Airport security. Ensures that airlines, tenants, and other Airport employees adhere to the Airport's operations safety standards. Uses a variety of tools to monitor and assess the Airport's security posture such as access control computers, closed circuit television, and contract guards at posted locations. Directs and commits resources to ensure the

containment of potential threats or incidents and advises the Airport Manager, Airport Operations Department Manager, and the Airport Security Coordinator for follow up and any possible corrective action with the responsible employee, airline or tenant. Is authorized to confiscate Airport badges, and remove employees and contractors from Airport premises for violations of Airport, FAA and TSA security regulations. Responds to violations, incidents, events, problems and complaints by taking or supervising action on the spot, or supporting Airports Authority and/or Federal officials performing investigations.

--Inspects the operational condition of the Airport complex during each tour of duty, including runways, taxiways, safety areas, and ramp areas, in compliance with Title 14 of the Code of Federal Regulations (CFR) Part 139 requirements, for surface marking and pavement condition/deterioration, foreign object debris (FOD), electrical outages, vegetation control, improper aircraft push-backs, and anything else that could impact the safe and efficient operation of the Airport. As shift resources allow, performs/directs additional inspections of vehicles and roadways, parking lots and terminal facilities, etc., to ensure satisfactory operation of equipment (baggage conveyors, escalators, automatic doors, etc.), and that no hazardous situations exist that could cause an accident. Enforces airfield vehicle and driving regulations.

--Ensures compliance with 14 CFR Part 139.337, "Wildlife Hazard Management," to mitigate wildlife hazards by harassment or other necessary means, including the use of firearms to control population. May serve as the Contracting Officer's Technical Representative (COTR) and coordinate actions of contract U.S. Department of Agriculture/Wildlife Services personnel in the control of wildlife; ensures all such activities are coordinated with security and construction program requirements/regulations to ensure the safe use of firearms within the Airport perimeter.

--Directs and/or initiates action to prevent unsafe operating conditions on the entire Airport complex during periods of inclement weather, particularly when high winds, lightning, heavy rain, or snow and ice conditions exist at the Airport. Conducts inspections of the Airport complex (with focus on runways and taxiways, but also pays attention to public and non-public roads and ramp areas) to determine if aircraft and vehicle operations can continue safely. Communicates weather advisories to airlines and tenants. Operates friction-measuring equipment on movement area surfaces to test severity of conditions. Directs snow removal operations for the Airport complex and determines priorities for resource allocation. Closes and opens areas of the Airport as conditions warrant, and coordinates with the Air Traffic Control Tower (ATCT), appropriate Flight Service Stations (FSS), Airport tenants, and Airport maintenance. Issues and disseminates Notices to Airmen (NOTAMs) when deviations to normal flight operations occur.

--Manages the Airport Operations 24-hour Command Center, responding to routine and non-routine issues including noise complaints, general requests for information about the Airport and its tenants, media inquiries, etc., and takes reports concerning situations such as personal injury and nonfunctional security gates, etc. Uses a variety of tools to assess and monitor the Airport complex, including a security access control system, weather monitoring system, multiple radio and telephone lines, crash alert phone from the ATCT, etc. Maintains log of shift activities and prepares reports concerning daily operations including daily flight data and slot usage, the number and kind of aircraft arriving and departing, medical transports required, police arrest activity, parking space availability, and any other pertinent information considered of special

interest.

--Monitors the activities of various Airport business operations and general facility and utility systems to identify and facilitate effective resolution of problems that may adversely impact the traveling public or efficient operation of the Airport. Records deficiencies and issues work orders through the Airport's Engineering and Maintenance Department, as necessary. May direct emergency repairs with on-shift maintenance staff or contract maintenance companies and ensures situation is corrected. During non-business hours, authorizes the use of overtime for Airport employees, as required, and acts as the Airport's Environmental Coordinator. Coordinates maintenance and construction activities with air carriers and tenants, as appropriate.

--Coordinates AeroTrain operations with IAD's AeroTrain Program Manager and AeroTrain Operations and Maintenance Contractor to ensure consistent service levels and appropriate signage content during service mode changes. Directs the implementation of the AeroTrain Back Up Plan, when necessary; coordinates with AeroTrain Central, Airport Ambassadors, Mobile Lounge Division, Airport Police and Airport Tenants for termination of the plan when service is restored.

--As appropriate, coordinates with the Public Affairs Department when responding to news media requests for information or other newsworthy activities occurring at the Airport. Notifies Airport and Airports Authority management of any condition or activities that may be or which may evolve into possible media interest.

--Ensures coordination with the U.S. Secret Service, State Department, FBI, TSA, U.S. Customs and Border Protection (CBP), and other local and Federal agencies responsible for the security of high-ranking officials, foreign dignitaries or other individuals identified as "high risk" and/or carrying a threat level that warrants special handling while on the Airport complex. Coordinates VIP movements and makes all special arrangements including accompanying persons for rampside departures/arrivals. Provides tours of the Airport facilities to VIPs or other approved groups.

--Consults with IAD managers and representatives of air carriers, tenants, concessionaires, and Airports Authority personnel to provide guidance and assistance in resolving routine as well as unusual situations involving Airport operations. Resolves airline and tenant complaints such as overnight aircraft parking space issues, facility maintenance issues, lease area disputes, aircraft diversions and unscheduled operations, etc. Recommends alternative solutions to the Supervisory Duty Manager or appropriate contract management staff for more serious problems. Has authority to implement new or deviate from established policies if situation warrants immediate action.

--Coordinates with IAD managers and airline representatives in resolving aircraft issues. Coordinates with the Ramp Tower and other tenants, as necessary, to find suitable aircraft parking locations for late, diverted, or cancelled aircraft. Directs Mobile Lounge Dispatch to provide mobile lounge service to disabled or diverted aircraft, or to aircraft approaching the tarmac delay rule limit.

--Develops and recommends modifications to the AEP, Airport Certification Manuals, Airport Regulations, Orders and Instructions (O&Is), Airport Bulletins and other operating procedures for review/approval by the Airport Manager and, as appropriate, prepares the written documents. Reviews the Airport's Security Plan and other Airport operational documents and drawings for accuracy, completeness, and impact on safety, security and operational effectiveness and submits comments.

--Is assigned one or more collateral areas/duties on a continuing basis, such as: airport certification and compliance; stranded passenger program; commercial filming; departmental scheduling/budgeting/procurement and inventory control; training and vehicle safety/inspections; wildlife program management; unarmed security guard services management; emergency operations coordinator; family assistance coordinator; snow and ice control coordinator; VIP coordinator; radio coordinator; telecommunications coordinator; information systems coordinator; weather systems coordinator; and facilities planning coordinator. Participates on special committees and at working groups that require Airport Operations Department expertise including projects that occur on a short-term basis such as: the Triennial Disaster Exercise, FBI Hijack Drill, and Annual Table Top Exercises.

--Ensures Airport Daily Activities Report (DAR) is compiled correctly and submitted for upper level management for daily review.

--Communicates and interacts effectively with 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), airline representatives, contractors, 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, manipulate data (databases and spreadsheets), prepare charts/graphics and presentations, and conduct research (Internet use); (b) enterprise software for requisitioning, budgeting, time and attendance reporting, and other functions; and (c) special systems/software used at the Airport.

--Regularly operates a four-wheel drive emergency response vehicle on and around the Airport complex to visit and maintain liaisons with air carrier representatives, tenants and other Airport personnel in the terminals and various Airport buildings; to coordinate Airport operations matters; and to provide customer service, oftentimes during periods of low visibility, inclement weather or when surfaces are covered with snow/ice.

--May serve in the role of Airport Security Coordinator in that person's absence as dictated by staffing, operations and other factors.

--May substitute for the Supervisory Duty Manager, in that person's absence.

\*Performs other duties as assigned.\*

***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. Six years of progressively responsible experience in airport, or airline, operations that include substantive work in most of the DUTIES in this job description, including (a) experience as a full performance level Operations Officer, or in a comparable job class in airport or airline operations, at a TSA Security Category II or higher airport (or an equivalent US military airport); and (b) significant experience leading, or helping lead, at least one of the following: (i) FAA airport certification, (ii) an airport's security program, (iii) an airline's security program, (iv) recurring airport or airline disaster/emergency exercises, or (v) the monitoring and coordination of airport construction and maintenance operations as they impact daily airport operations.

One of these six years of experience must have been at a TSA Security Category I or higher airport.

A fully equivalent combination of education and training beyond what is needed to satisfy MQ 1 may be substituted for two of these six years of experience. One example is a master's degree in any field may be substituted for two years of experience.

## **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.

1. A Bachelor's Degree in Aviation Management, Aerospace Engineering, Airway Science, Aviation, or a similar airport- or aviation-focused field of study.

## **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 Federal, state and local regulatory requirements governing the Airport complex including, but not limited to: Airport Certification (Federal Aviation Regulation Part

139 - Aircraft Rescue and Fire Fighting [ARFF], Safety Management Systems [SMS], Runway Safety Program, Reducing Runway Incursions, Open or Close an Airport or Runway, Signs and Marking, Foreign Object Debris Program, Wildlife Hazard Mitigation and Trends in Wildlife Strike Reporting, and Airshows), TSA Airport Security Parts 1540 (Civil Aviation Security: General Rules) and 1542 (Airport Security), and IAD Airport Operations altogether to provide effective airport support services, to recognize irregularities or violations and to take appropriate corrective action, to respond to problems and resolve complaints, respond to and effectively manage aircraft or vehicle emergencies and other airport incidents/disasters, and to recommend new policies or procedures, as necessary.

2. Knowledge of airport management, particularly of a Category X airport or an airport with a lower FAA security category but with TPV of at least one million annually plus the ability to perform one or more collateral duty assignments such as Airport certification, Airport Operations budget management, Airport maintenance and construction monitoring and control, and Airport Operations Department computer applications/support.
3. Knowledge of aircraft operations, to include navigational and unusual aircraft operating characteristics, sufficient to evaluate aircraft and air traffic requirements in relation to runway take-off, landing and taxiing conditions and to make timely and appropriate action to avoid situations that might adversely impact safe operations.
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 airport operations, identify relevant information, deal with divergent, concrete and abstract variables, and make balanced decisions. Examples include identifying and solving Airport security, Airport user and air carrier problems within the context of FAA, TSA and IAD/Airports Authority guidelines and operational requirements; and obtaining and interpreting weather data and integrating the information into the decision making process to ensure the safety of aircraft, aircrews and passengers.
5. Skill in oral communication to understand verbal information (including instructions, descriptions, and ideas) and to express such information verbally to diverse audiences so that they will understand, and in certain circumstances, be convinced or persuaded (at times regarding sensitive issues). Examples include exchange of routine, non-routine, confidential, regulatory, classified security and emergency information with airline representatives, the traveling public, concessionaires, governmental agencies, the media, and Airports Authority staff.
6. Skill in written communication to understand written information (including instructions, descriptions, and ideas) and to express such information in writing so that others will understand and, at times, be convinced or persuaded. Examples include resolving discrepancies in reports, preparing memoranda and directives on security, and drafting notices to airmen (NOTAMs), Orders and Instructions, Airport Bulletins and other airport management materials for senior management concurrence and signature.
7. Interpersonal skills to interact effectively with business contacts in a businesslike, customer

service-oriented manner. An example is approaching or responding to people of different ethnic or cultural backgrounds who need information or assistance in routine and emergency situations and responding to and fostering amicable relations.

8. Skill in using a computer and (a) modern office suite software (such as MS Office) to communicate (email), plan, schedule, word process, manipulate data (databases and spreadsheets), prepare charts/graphics and presentations, and conduct research (Internet use); (b) enterprise software for requisitioning, budgeting, time and attendance reporting, and other functions; and (c) special systems/software used at the Airport.

**RESPONSIBILITY** Is responsible for performing airport management duties with shift responsibility for the safe, efficient, and secure operation of the entire Airport complex. The work contributes to the safe operation of aircraft, the physical security of an airport strategically located in the Nation's Capital, air carriers' abilities to conduct business efficiently, and the convenience of airport users.

Reports to a Supervisory Duty Manager (Supervisor). The incumbent works independently according to established policies and procedures, planning and carrying out detailed work steps, coordinating with organizations and management levels within the airport, interpreting regulations and airport requirements. Keeps Supervisor or other Airports Authority management informed of critical situations in progress and potentially controversial matters, but is expected to devise, implement and carry out effective problem-solving solutions as the situation dictates. Completed work is subject to review in terms of quantity, quality, timeliness, customer service, teamwork, adherence to requirements, and other factors, including attainment of specified performance management goals and objectives.

Guidelines include, but are not limited to, Transportation Security Regulations, Federal Aviation Regulations, Resources Conservation Recovery Act (RCRA), AEP, Airport Certification Manuals, Advisory Circulars and Certification Alerts (airport construction and certification, airport and airline security, air carrier, air taxi and general aviation operations, etc.), Airports Authority management policies and procedures, air carrier and tenant agreements, weather forecasts, airline schedules, noise regulations, the Airport Master Plan and construction projects, facility technical diagrams, state and regional regulations, technical manuals, and similar references. The incumbent uses seasoned judgment, leadership, and airport management experience in analyzing the extent of problems and the potential impact upon service to air carriers, tenants and the traveling public. In the interest of safety, the incumbent has the authority to deviate from established regulations or policies, as necessary.

**EFFORT** Work is primarily sedentary and may sit for extended periods while performing desk work and using a computer. May walk for extended distances, including ascending and descending stairs to inspect various areas in the terminals, concourses, other facilities landside and airside or to respond to emergencies. May lift and carry emergency equipment and files weighing up to 15 pounds. Occasionally stoops, bends, lifts and moves objects weighing up to, and at times, exceeding 50 pounds, such as FOD, aircraft parts, debris on sidewalks and roads, passenger bags, cargo, etc. Looks for potentially hazardous and unsafe conditions, i.e., FOD on the airfield, pavement irregularities, jet fuel spills, wildlife hazards, lighting problems, using cues

such as size/shape, odor, and wetness, as required; occasionally must leave vehicle to investigate or remove obstacle. Obtains data from Airport computer systems and closed-circuit TV monitors. Determines weather status locally and regionally from information on a weather computer. Distinguishes airfield lighting and other color-sensitive items; reviews documents, manuals, airline schedules and other written materials containing small print. Communicates regularly by air-to-ground radio, the Airports Authority's 800-MHz radio system, cellular phone, pager, and telephone. May be required to discharge firearms and other pyrotechnic devices to harass or dispose of wildlife hazards to aviation safety. 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, conference rooms, and Airport buildings but also on the airside of the Airport and other buildings on the Airport grounds. While on airfield, works in close proximity to operating aircraft; is subjected to noise exceeding 85 decibels from jet/piston-powered aircraft, airport and construction equipment; and is subject to adverse weather conditions, dust, grease, dirt, fumes, and debris from aircraft, vehicles and other equipment operating on the airfield. Exercises care and wears a hard hat and other personal safety gear, as required. Is subject to the possibility of bomb and various types of terrorist threats, irate passengers, large crowds, airport trespassers with ill intent and potential exposure to hazardous materials and contagious diseases. Subject to significant job pressures, especially in emergency situations, requiring quickly changing priorities and meeting short deadlines. Works within the context of a rapidly changing environment due to 1) high volume of aircraft and airfield vehicular traffic, 2) ongoing development of the Airport's facilities and construction activity, and 3) the security and political considerations of a Category X airport in the Nation's Capital.

**OTHER SIGNIFICANT JOB ASPECTS** Incumbent works rotating shifts and is subject to shift hold-over and recall on a 24-hour basis for essential services, emergencies, and snow removal.