



## TAA HUMAN RESOURCES DEPARTMENT JOB ANNOUNCEMENT

# Airport Communications Specialist

### About the Airport Communications Specialist Position

Come join our Airport Communications Center Team at the Tucson Airport Authority! The Airport Communications Specialist acts in a wide variety of communication roles which includes 9-1-1 operator, public safety dispatch services for emergency and non-emergency calls security and alarm monitoring, and calls for service from the general public. The Airport Communications Specialist is an essential part of the Airport's mission to operate the safest, most effective, and efficient airport system for Southern Arizona while providing outstanding services to our customers.

### Job Requirements

We are seeking an enthusiastic individual with a strong work ethic, a service-first attitude, call center experience, preferable in public safety, and a willingness to work a rotating shift which includes nights, weekends, and holidays.

### Salary

Annual starting rate: \$35,880 - \$50,034.40 depending upon qualifications.

### TAA Benefits

Arizona State Retirement System, choice of 3 Deferred Compensation Programs, Paid Vacation, Paid Sick Leave, 10 Paid Holidays, choice of 3 Medical Plans, choice 2 Dental Plans, Vision Insurance, TAA Paid Life/AD&D Insurance, TAA Paid Short-Term Disability Insurance and Employee Paid Supplemental Life Insurance.

### About the Tucson Airport Authority

The Tucson Airport Authority (TAA) is a unique nonprofit organization developed by business leaders, and created through Arizona state charter in 1948; it is certified to operate an airport system that consists of Tucson International Airport (TUS) and Ryan Airfield (RYN). In addition to serving general aviation and military users, TUS serves the commercial passenger and air cargo needs of metro Tucson, southern Arizona and northern Sonora, Mexico. RYN serves a general aviation reliever airport for TUS and is popular amongst transient pilots for recreational use.

**Mission Statement:** Promote aviation and foster economic development by strategically planning, developing and operating the most effective and efficient airport system in southern Arizona.

### The Airport System

**Tucson International Airport (TUS)** is a commercial service international airport serving air carrier, cargo, military users and general aviation operators. TUS serves over 3.5 million passengers annually. TUS, about 8 miles south of the city's central business district, encompasses about 8,400 acres. The airport campus includes 130 buildings with nearly 2.5 million square feet of space, and about 60 tenants.

**Ryan Airfield (RYN)** is a general aviation reliever airport serving general aviation and military users. RYN is located about 12 miles west of Tucson, covers 1,800 acres and accommodates 30 tenants providing a wide variety of services for general aviation and military users.

---

### How to Apply

Please visit the TAA website at [www.flytucson.com](http://www.flytucson.com) to complete the online application. Questions regarding this position or the hiring process should be directed to Sharon Sutton in the Human Resources Department at 520-573-4882 or email at [ssutton@flytucson.com](mailto:ssutton@flytucson.com).

**Title:** Airport Communications Specialist

**Reports To:** Airport Communications Supervisor

FLSA Code: Non-exempt

Grade: PSI

Approved: *ash*

Approved: *DM 4/19/17*

---

### **Distinguishing Characteristics:**

Under general supervision and administrative direction, the Airport Communications Specialist (ACS), working in the Airport Communications Center (ACC), works independently with the primary responsibility to provide public safety dispatch for emergency and non-emergency events, monitor security and alarms, communicate with individuals and entities that request or require support services from Police, Fire or Emergency Medical Services, and/or airport support services (Airside Operations, Maintenance, etc.) at Tucson International Airport (TUS) and Ryan Airfield (RYN).

### **Essential Functions:**

The following functions and all other functions not included in this job description are to be performed in the best interests and for the greater good of TAA.

- Act in multiple Public Safety Communication roles as Call Taker, 9-1-1 Operator, Fire Dispatcher, Police Dispatcher, Data Entry Operator, Central Station Monitor, Central Station Dispatcher, Operations Dispatcher, Public Works Call Taker, and Public Works Dispatcher.
- Manage emergency and non-emergency contacts, including radio and telephone communications, including TAA departments, Federal Aviation Administration (FAA), Air Traffic Control Tower (ATCT), Transportation Security Administration (TSA), and local agencies and other airport operators.
- Answer administrative and non-emergency telephone lines, and emergency voice and TTY telephone calls received from the E9-1-1 system and TAA digital PBX.
- Query callers to determine the nature and location of the situation; extract and record essential information.
- Dispatch all emergency management communications in accordance with standard operating protocols and procedures to include, and not be limited to, all aircraft alerts to Aircraft Rescue and Fire Fighting (ARFF) and airport operations personnel; all security-related calls for service to law enforcement personnel, and all medical calls for service to emergency medical services (EMS) personnel.
- Comply with Federal Communications Commission (FCC) regulations and department policies/procedures in the transmission of all radio communications.



- Monitor the activities of dispatched units; and, receive and transmit updated information as it is received.
- Retrieve and accurately relay information to the police field units.
- Enter all incident data into a SUMMIT computer-aided dispatch (CAD) system, Arizona Criminal Justice Information System (ACJIS), National Crime Information Center (NCIC); maintain various automated and manual logs; record and file information related to call-taking and dispatching activities; and, provide operational reports.
- Retrieve and accurately relay information to airside operations, maintenance and other non-public safety units.
- Manage and monitor TSA-required Access Control System and Virtual Barrier; monitor the Closed Circuit Television (CCTV) system and perform CCTV related tasks; and monitor other TAA security and fire alarm systems.
- Operate and monitor Emergency Notification System (ENS); test system; make proper notification to airport management.
- Operate and test communications equipment in accordance with routine procedures.
- Operate the TAA main switchboard and provide airport information and paging services after normal business hours and on weekends and holidays. Provide general information and referrals for ground transportation services, airlines, airport lost and found, and tenant contact information. Receive noise complaint calls from the public for TAA's Noise Abatement Program.
- Prepare various operational reports. Perform other clerical/customer related services as assigned.

The above listed functions are not necessarily all the essential functions. Job duties and functions may be expanded or reduced by management based on future changing needs and job requirements.

### **Position Requirements:**

A high school diploma or equivalent; U.S. Citizenship, experience in the operation of radio dispatch communication equipment in a police, fire, and/or medical environment (any equivalent combination of training and experience is acceptable).

### **Required Knowledge, Skills, and Abilities:**

#### **Knowledge of:**

- Public safety dispatch and security monitoring (manual call-recording and dispatch systems); telephone console, radio console, TTY, teletype, alarms, CCTV; Access Control Systems; Emergency Notifications Systems, and other public safety communications equipment.
- A variety of practices and procedures in an airport environment, including Federal Aviation Regulation (FAR) Part 139 – Airport Operations, ARFF; law enforcement; TAA jurisdiction, local agencies and Mutual Aid relationships.
- FAA and TSA regulations; Federal, State, and City laws.
- Airport geography and land areas desirable.



**Skill in:**

- Researching information and organizing data in meaningful form, making sound judgments, drawing accurate conclusions, and making appropriate recommendations.
- Solving practical problems requiring reasoning to deal with a variety of situations where only limited standardization exists.
- Organization, verbal, written, communication, critical-thinking and multi-tasking.

**Ability to:**

- Work assigned shifts, including day/evening/weekends/holidays, subject to overtime and on call.
- Perform tasks with a high degree of accuracy, confidentiality, attention to detail and take independent action relative to work problems requiring immediate solutions.
- Testify in court regarding activities, if called to do so.
- Self-motivate and take initiative to complete quality work that furthers the mission and goals of the department and TAA.
- Exercise mental and sound judgment in responding to calls, both emergent / non-emergent in nature, dispatching first responders, responding to security events, and coordinating airport operational responses.
- Be proficient with a variety of computer based systems including, CAD, mapping systems, audio and visual systems, and radio/telephone communications systems.
- Work in a “closed room” environment, and establish and maintain effective and positive working relationships with department personnel and other TAA personnel.
- To multi-task, monitor and listen to multiple radio channels, simultaneously take phone calls, and maintain room awareness as to what is occurring at other positions in the room that may have relevance to what is occurring at their position.
- Work under constant time constraints that require fast, efficient and professional abilities to receive and communicate information accurately.
- Hear and understand through both ears, sounds coming through a communications headset, a radio, a standard telephone receiver, or outside sound sources.
- Distinguish colors by a practical test to differentiate colors and be able to transmit information to public safety responders.
- Communicate clearly via telephone and radio, with sufficient clarity to be understood by others on the telephone, radio, or in person.
- Assertively control conversations quickly and accurately, gather pertinent information, and be able to communicate this information professionally and precisely to the proper recipient.
- Detach from the caller’s emotions, yet project an image of empathy.
- Remain focused in situations where extreme stress may be involved.
- Wear a communications headset for a prolonged period of time.
- Actively listen to others; be able to understand their needs; be able to effectively address their issues.



- Read, write, and speak the English language in an articulate, fluent manner.
- Use a variety of office equipment, including computer, calculators, copy/fax/scanner machines, and other office machines.
- Tolerate long periods of sitting or standing.
- Speak Spanish or another second language is helpful.
- Provide leadership and mentoring to co-workers.
- Continually learn and apply the latest up-to-date technical knowledge and skills in functional area of responsibility. Strives to become an expert in field by taking initiative for on-the-job learning experiences, as well as seeking out formal education and coursework for continuous growth and development.
- Understand own strengths and weaknesses, to seek input from supervisor and peers about how to improve.
- Understand that dissemination of information outside of the job requirements is based on “need-to-know,” and will subject employee to loss of employment and/or criminal prosecution.

#### **Licenses; Certificates; Special Requirements:**

- Valid Arizona Drivers’ License.
- Achieve and maintain State of Arizona Certification for Level A Terminal Operator (ACJIS).
- Must obtain and maintain access to the Security Identification Display Area (SIDA).
- Must successfully complete the National Incident Management System (NIMS) 100, 200, 700, and 800 course requirements and certification within the first year of assuming the position.
- Must successfully complete the APCO Basic Telecommunicator Course within two years of assuming the position.
- Communications Training Officer (CTO) certification is desired.
- At times the Airport Communications Specialist may be the ranking person for their assigned shift. When in this position, the Airport Communications Specialist’s primary responsibility is to assist in the efficient and effective operation of the department by ensuring that co-workers’ performance of duties conforms to established rules, regulations, policies and procedures.
- As an employee, you are deemed to be essential personnel as part of TAA’s emergency response, and must respond to airport incidents, as requested/required.