



Job Title:	OPERATIONS SPECIALIST
Department:	OPERATIONS
Reports To:	OPERATIONS SUPERVISOR
FLSA Status:	NON-EXEMPT
Prepared Date:	JUNE 2023
NAICS W/C:	NOT CLERICAL – INSURED FOR RAMP
EEOC:	PROFESSIONALS

About Us

Vision Statement

Connecting you to Naples through an exceptional airport experience.

Customer Service Mission Statement

First and lasting impression of excellence.

Values

AGILE
PASSIONATE
FOCUSED

COLLABORATIVE
ACCOUNTABLE
RESPECTFUL
ETHICAL
STEWARDSHIP

Job Purpose

Assist the Operations Manager in training department staff and airport tenants. Assist the Operations Supervisor with department administrative and operation needs to include Part 139

compliance, Badging, Customs, and perimeter patrols. Helps maintain the Airport SMS program and safety inspections.

Supervision Received & Exercised

Receives direction from Director or Manager of Operations, Operations Supervisor or other higher level supervisory or management personnel.

Essential Duties & Responsibilities

- Assists the Operations Supervisor with daily departmental oversight. Performs Security Officer's duties and Airport Operations Officer duties including shift rotation.
- Coordinates the Authority's Safety Management System (SMS) program by conducting ongoing inspections to ensure all safety regulations, procedures and practices are being followed. Document all unsafe conditions in a timely, detailed manner.
- Supports the Airport Operations Officers with daily activities including Part 139 daily inspections and responding to alerts, accidents and incidents.
- Helps maintain the airport Badging program including maintenance of all records in accordance with TSA Regulations 1542 and 1544 concerning Criminal History Record Checks and Office of Foreign Asset Control (OFAC). Answers all questions relating to the badging and credentialing process, which includes handling sensitive and confidential records or information.
- Assists with the development of media identification for staff, tenants, and construction personnel.
- Coordinates, records, and supports Customs and Border Protection flight services including managing and disposing of regulated garbage.
- Monitors the video surveillance program.
- Monitors weather, wildlife activity and movement of aircraft.
- Supports creating and developing additional plans or procedures regarding operations, safety, and security.
- Assists with disseminating and tracking natural event information such as severe storms, hurricanes, and wildfires. Provides recommendations to the Authority with preparation needs.
- Conducts initial investigations of customer complaints and accidents/incidents. Reports findings and makes recommendations to the managers, Department Director and Safety Officer.

Disclaimer: This job description is meant to reflect the general nature and level of work being performed. It is not intended to be construed as an all-inclusive list of job requirements; other duties as assigned may be required. This job description does not restrict management's right to revise or change job duties as the need arises.

- Must be physically present to work as member of the team to serve customers, visitors and staff who may need unscheduled assistance.

Other Duties

- Assists other departments as needed.
- Performs other duties or special projects as assigned.
- Assists with escorts when requested or necessary to ensure a safe environment.

Competencies

- **Accident Prevention** - Provides suggestions on how to make work areas safer. Anticipates safety issues and actively strives to prevent accidents.
- **Analytical Skills/Decision Making** - Ability to visualize, articulate, conceptualize, or solve both complex and uncomplicated problems by making decisions that are sensible given the available information. Able to reach decisions, takes thoughtful approach when considering options, seeks input from others, makes difficult decisions.
- **Attendance/Dependability/Reliability** - Punctual and adheres to the established work schedule; follows prescribed work break/meal periods. Can be counted upon to complete work on schedule.
- **Care of Equipment and Company Property** - Maintains a neat work area; cares for company equipment; utilizes preventative maintenance. Has working knowledge of the proper use of equipment.
- **Communication** - Communicates well both verbally and in writing, delivers presentations, has good listening skills.
- **Computer Skills – Advanced** - Skilled with computers, takes advantage of new technology, learns new tools quickly, and uses technology to enhance job performance.
- **Customer Service Orientation/Interpersonal Skills** - Effective in maintaining harmonious working relationships with co-workers, supervisors, customers and the public; interested, dedicated and enthusiastic toward work. Builds strong relationships, is flexible/adaptable, works well with others, solicits feedback.
- **Initiative/Creativity** - Ability to ask relevant questions and display self-directed learning; seeks out new assignments and assumes additional duties when necessary, without prompting; proposes ideas and new and better ways of doing things.
- **Integrity** - Gains the trust of others by taking responsibility for own actions and telling the truth. Respects confidentiality regardless of pressure from others.

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- **Job Knowledge - Specific/Procedure Observance** - Demonstrate knowledge of federal, state and local laws including FAA and FDOT programs, rules and regulations. Follows conduct standards, other regulations; adheres to company procedures.
- **Mathematical Skills – Basic** - Use basic mathematical skills to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. Basic use of 10-key calculator
- **Problem Solving** - Strives to understand contributing factors, works to resolve complex situations.
- **Professional Appearance** - Maintains a professional appearance.
- **Quality of Work/Independence** - Observance of high standards and thoroughness in work procedure; accuracy and attention to detail. The degree of work accomplished with little or no supervision.
- **Time Management/Organizational Skills/Project Management/Productivity** - Achieving better results by organizing time effectively and utilizing self-management habits that lead to increased productivity. Information organized and accessible, maintains efficient workspace, manages time well. Monitors status of projects, thoroughly deals with project details, holds project owners accountable, delivers clear, accurate depiction of status. Effectively yield results in spite of workload variations and demands; meets deadlines; consistent volume of work accomplished with efficiency.

Minimum & Preferred Qualifications

Must have advanced working knowledge of computers including use of Microsoft Office programs such as Outlook, Word and Excel. Comfortable in learning new programs and software.

Education/Professional Certifications

- Associate Degree from a two-year college or university; or combination of certifications, training, and education.
- At least two years related aviation experience and/or training; or equivalent combination of education and experience.

Machines Tools & Equipment

Must have full working knowledge of and be able to train others with the operational use of tow bars, various models of incinerators, hand tools, radios, and various other vehicles. Must be able to operate radios, computers, cellular telephones, calculators, printer/scanner and various other office equipment.

Driver's License Requirements

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- A current, valid Florida driver's license with full privileges (not suspended or revoked).
- Must maintain a valid State of Florida driver's license or possess a valid out-of-state driver's license and obtain the State of Florida driver's license within 30 days of employment.
- A driving record that meets the Authority's driving standards.

Language Skills

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write detailed and technical reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Working Conditions

While performing the duties of this job, the employee is regularly exposed to work near moving mechanical parts; high temperatures, hot objects, precarious places; fumes or airborne particles; toxic or caustic chemicals; outside weather conditions; risk of electrical shock and vibration. The noise level in the work environment is usually very loud.

Physical Requirements

While performing the duties of this job, the employee is regularly required to stand; walk; sit; use hands to handle or feel; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl; talk or hear. The employee must frequently lift and/or move up to 50 pounds and occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. This position is outdoors more than 50% of the time worked. The duties require frequent driving of different kinds of vehicles.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Supervisor Signature & Date:	
Employee Signature & Date:	

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