

CHIEF OF OPERATIONS (7258)

TASK LIST

Supervision

1. Supervises personnel engaged in enforcing airport policies, procedures, and regulations, resolving public and tenant complaints, coordinating construction and maintenance activities to mitigate operational difficulties, scheduling gate assignments, and monitoring the operation of airport facilities in order to meet operational necessities of the airports.
2. Motivates and influences performance of Airport Superintendent of Operations by communicating the division's goals and objectives and providing feedback on lessons learned and areas to improve upon to ensure a positive teamwork environment to accomplish department goals.
3. Assigns and evaluates work of Airport Superintendent of Operations engaged in airport operations by conducting shift briefings and meeting with staff individually in order to remain on track with shift goals and objectives.

Monitors Airports Operations

4. Develops, institutes, and monitors activities within Airfield, Terminals, and Landside Operations by drafting Standards Operating Procedures (SOP) and providing day to day oversight of the activities of Airport Superintendents of Operations in order to ensure consistent performance of staff.
5. De-conflicts issues as it pertains to airport resource management (aircraft parking positions, ground support equipment, maintenance trade response(s), personnel and equipment working) by applying appropriate conflict resolution skills sufficient to resolve differences and prioritize goals and objectives within a shift.
6. Makes airport operational decisions and ensures coordination and collaboration with other operational divisions at the airport (Facilities Maintenance Utility Group, Airport Police, and Airport Operations), by serving as the on-site duty manager within the Airport Response Coordination Center at LAX on a 24/7 shift deployment.

Research and Analysis

7. Perform analytical forecasting and analysis on complex projects and programs related to operational areas by using business intelligent tools and data analytical software as requested by senior management.
8. Conducts research on airport operations best practices by searching online, contacting, or surveying outside agencies in order to benchmark and identify best practices related to airport operations.

9. Writes narrative and statistical reports such as a Post Incident Analysis of an incident that has taken place at the airport and will present research findings and outcomes to airport senior management with any relevant recommendations.
10. Develops a monthly report by analyzing trends of past incidents which will be presented to senior management for their review and awareness of current airport conditions.

Other

11. Develops and conducts visual presentations to tenants, external agencies, and senior management related to airport initiatives, studies, planned events, and construction related projects to raise awareness and inform stakeholders of ongoing events at the airport.
12. Manages various safety programs such as Security and Airfield Enforcement Program (SAFE) and the Ground Equipment Inspection Program (GEIP) to ensure compliance with Federal, State, and local laws, and airport rules/regulations.