

POSITION: Airport Operations Specialist, Landside (Non-Exempt)

SALARY: \$26.94 - \$41.05 Hourly
\$56,032.00 - \$85,385.00 Annually

OPENING DATE: 09/16/21

CLOSING DATE: 10/01/21 05:00 PM

GENERAL INFORMATION:

The Portland International Airport, PDX, is often the first impression people have of Oregon, SW Washington and the City of Portland. As the winner of America's Best Airport we take airport operations very seriously. We are seeking a highly motivated and customer service oriented person to work under the general direction of the Airport Duty Manager, to monitor, report and respond to operational situations in the terminal and on the landside. This position will interact with customers, travelers and internal partners to assist in keeping the airport running safe and smooth.

We believe that diversity of thought can enhance the quality of any work environment and we are looking for applicants to bring their knowledge, lived experiences and cultural background that will convey a personal perspective and unique outlook to this role. Everyone brings unique ideas and talents to work -- and we're committed to making sure yours are considered and recognized.

We are looking for someone that will share the Port's commitment to valuing differences among individuals, has a passion for being inclusive and advancing practices, strategies and behaviors that promote inclusion, equity and opportunity for all. If you are team-oriented, enjoy improving processes and embrace the value of providing excellent customer service this might be the job for you!

SUMMARY OF ESSENTIAL RESPONSIBILITIES:

- Assist in providing active oversight of the terminal and landside systems for matters of safety, security, efficiency, and customer service.
- Evaluate, report, and recommend any corrective actions, as needed, on any planned and unplanned terminal and landside closures or interruptions.
- Assist in the coordination of activities to minimize impacts resulting from emergencies, weather problems, construction, and maintenance.
- Conduct terminal and concourse inspections to assess operations and facility conditions.
- Complete terminal checklist to identify and report maintenance issues for resolution.
- Monitor airline ticket lobby areas and security checkpoints for efficient movement of passengers and procedural compliance and provide adjustments.
- Ensure concessions operators are in compliance with lease space.
- Conduct public area inspections of the terminal roadways to ensure smooth vehicle and pedestrian flow.
- Monitor activities at public parking facilities and advise appropriate Port department of identified Issues.
- Inspect taxi hold lot to ensure provider compliance with Port Ordinances and Airport Rules and Regulations.
- Provide exemplary customer service and relationship management when interacting with customers, travelers, tenants, and all stakeholders.

- Work with airline and airport tenant/concession representatives to facilitate the movement of passengers through the airport during normal and irregular operations.
- Act as a conduit for corrective action, coordinating with stakeholders to mitigate impacts to the traveling public.
- Strive to maintain expertise and provide updated documentation in assigned operational areas.
- May be trained on airfield operations as an Airport Operations Specialist (AOS); the need for training will be determined by Airport Duty Managers.

MINIMUM REQUIREMENTS/SKILLS AND ABILITIES:

MINIMUM REQUIREMENTS:

- High school diploma or the equivalent required.
- Two years experience applying directive or regulatory requirements within a dynamic operational environment, OR any combination of education and experience that demonstrates the ability to perform the job duties is required.
- Understanding and experience with TSR 1542 is preferred.
- Current knowledge and experience with air terminal operations and/or landside operations; including parking, ground transportation, and busing operations is preferred.
- Direct experience with Federal Aviation Regulation (FAR) Parts 139, 77; and, Transportation Security Administration Regulation (TSAR) 1542 is preferred.
- Knowledge of Federal Aviation Administration regulations, safety, and security is preferred.
- Experience developing and conducting outreach and educational programs to diverse audiences is preferred.
- Working knowledge of current computer and software applications is required.
- Ability to obtain a valid driver's license at time of hire is required.

SKILLS AND ABILITIES:

Ability to:

- Demonstrate the Port's commitment of valuing differences among individuals and passion for being inclusive
- Provide the highest level of customer service while working with vendors and external consultants
- Showcase your collaboration skills with all levels and all areas at the Port
- Work effectively in a complex environment, with rapidly shifting and conflicting priorities
- To meet operational needs, this position may be regularly scheduled to work at least one weekend day per week
- Effectively solve problems, while applying complex regulations and procedures under high-pressure circumstances.
- Evaluate, report, and communicate to colleagues and the Airport Duty Manager any operational plans and operational impacts resolutions.
- Ability to safely and effectively operate a motor vehicle in the airfield environment

Skilled at:

- Communicating effectively and building key partnerships which will influence, inspire and motivate others.
- Show the utmost respect for others and is a proven team player and promote the interest of Airport Operations.
- Promote safety as a guiding principle and a regular practice in accomplishing work.
- Work independently with minimal direction, identify issues, develop possible solutions and prepare accurate and detailed documentation.

ADDITIONAL INFORMATION:

- Safety: The Port promotes safety as a guiding principle and practice in accomplishing work by complying with safety and health policies and procedures and consistently seeking

improvements that support operational excellence.

- Diversity and Inclusion: At the Port, we don't just accept difference; we value and support it to create a culture of inclusiveness and fun. We are proud to be an Equal Opportunity Employer.
- EEO/Affirmative Action Policy Statement: The Port of Portland is dedicated to maintaining and improving a work environment, which extends equal opportunity to all individuals, regardless of their race, color, sex, age, religion, national origin, marital status, veteran status, disability or sexual orientation. Employment decisions shall be made in such a manner as to further the principle of equal employment opportunity and to comply with state, federal and local laws. We affirm through this policy statement our continuing commitment to the principles of nondiscrimination and affirmative action.
- Veterans Preference: Under Oregon law, qualified veterans may be eligible for veterans preference when applying for Port of Portland positions. If you are a veteran and would like to be considered for a veterans preference for this job, please provide the qualifying documents as instructed during the application process.
- Background Checks and Drug Testing: The Port of Portland will conduct background checks and/or drug tests for positions where such tests are required by regulation and for other safety-sensitive positions.
- ADA Accommodation: Accommodations will be considered for applicants or candidates with a qualifying disability that prevents them from participating in this process. Accommodations will be made where the Port can reasonably do so without imposing an undue hardship on the business or compromising the integrity of the recruitment process. An applicant with any disability who believes that they need an accommodation should contact Human Resources at 503.415.6000

APPLICATIONS MAY BE FILED ONLINE AT:
<https://www.portofportland.com/Careers>

7200 NE Airport Way
Portland, OR 97218
503-415-6000

AIRPORT OPERATIONS SPECIALIST, LANDSIDE (NON-
EXEMPT)
WE

Position #01366

Airport Operations Specialist, Landside (Non-Exempt) Supplemental Questionnaire

- * 1. Which of the following options best describes your years of experience working in airport operations at a hub sized airport?:
 - Less than two (2) years
 - 2 years and beyond
 - I have other related experience
- * 2. In which of the following areas do you have current knowledge AND experience with at a hub sized airport (select all that apply):
 - Airfield Operations
 - Terminal Operations
 - Landside Operations
 - None, but willing to learn
- * 3. Do you have a working knowledge of Federal Aviation Regulation (FAR) Parts 139 and 77?
 - Yes
 - No
- * 4. Do you have a working knowledge of the Transportation Security Administration Regulation (TSAR) 1542?
 - Yes
 - No
- * 5. Do you have experience with outreach and/or educational programs?
 - Yes
 - No

* 6. Do you have the ability to work at least one weekend day per week?

Yes No

* Required Question