

**TBI Airport Management, Inc.  
Burbank Bob Hope Airport**

**Job Description**

# **Coordinator, Operations**

**Reports to:** Supervisor, Communications Center and Senior Manager, Operations

**Status:** Non-Exempt

**General Description:**

Under the general supervision of the Communications Center Supervisor, the Operations Coordinator dispatches Airport Police, Operations, and Maintenance personnel via 2-way radio as well as Airport Fire through a direct link with the Verdugo Fire Communications Center in cooperation with surrounding governmental agencies. The Operations Coordinator monitors and activates an emergency alerting system and monitors a Digital Video Surveillance System and access control. The Operations Coordinator will also handle emergency, non-emergency and customer service calls, route calls as appropriate, and operate the audible and visual paging systems.

The goal of the Operations Coordinator is the safe and efficient operation of the airport while providing a high level of service and convenience for our passengers.

**Essential Job Functions:**

Typical Tasks

- Dispatches law enforcement, fire, operations and maintenance personnel via two-way radio to security, safety, and emergency incidents in coordination and cooperation with surrounding governmental agencies.
- Utilizes the California Law Enforcement System (CLETS) and the Justice Data Interface Controller (JDIC) software to assist law enforcement personnel to verify outstanding wants, warrants, NCIC, and DMV records.
- Communicates with mutual aid agencies in accordance with the National Incident Management System (NIMS) and the Airport Emergency Plan (AEP).
- Monitors the Automated License Plate Recognition System (ALRPS) on behalf of the Airport Police Department.
- Monitors and operates the Access Control System (ACS) and Digital Surveillance Video System (DVSS).
- Maintains daily operations and law enforcement records, report logs, contractor tracker and checklists.
- Provides customer service to travelers, tenants, agencies and airport staff.
- Makes announcements via terminal public address and visual paging system.
- Monitors the facility fire alarm system.
- Monitors weather warnings via WSI Hubcast.
- Sends notifications to stakeholders via the Everbridge Notification System.
- Availability to work additional hours as needed.
- Performs other duties as assigned.

**Qualifications:**

- Post-secondary education and minimum 1 year of experience in law enforcement/fire department dispatching, customer service, airport operations; or equivalent combination of experience and education or equivalent experience.
- Dependable, demonstrates initiative and sound judgment.

**License and Special Requirements:**

- Possession of a valid California Driver's license.
- Obtain and maintain security clearance as required by role and TSA regulations.

**Supplemental Information:****Knowledge of:**

- Proficient with Microsoft Office; primarily Word, Excel and Access.
- Working knowledge of CLETS / JDIC, Access Control, Video Surveillance Systems, Facility Fire Monitoring Systems, and Emergency Paging Software is a plus.
- Knowledge of 14 CFR Part 139 and 49 CFR Part 1542 and how it applies to this position.
- Knowledge of an airport communications or dispatch center.
- Basic knowledge of law enforcement, fire department, aviation radio communications.

**Ability to:**

- Effectively communicate verbally and in writing.
- Multi-task, maintain awareness, and respond effectively to emergency situations in a calm and controlled manner.

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