

TBI Airport Management, Inc.

Hollywood Burbank Airport

Job Description: *Coordinator/Dispatcher, Operations*

Reports to: Supervisor, Communications Center, 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 System to resolve door/gate alarms received from the Airport Access Control and Video Surveillance System, and to dispatch Airport Police, Airport Operations Supervisors and other personnel as needed. The Operations Coordinator will also handle emergency, non-emergency and customer service calls, route calls as appropriate, and operate the audible paging system.

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 Telecommunications 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 other organizations in accordance to emergency plans.
- 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, department's databases and Checklists. Provides customer service to travelers, tenants, agencies and airport staff.
- Makes announcements via terminal public address system.
- Monitors the facility fire alarm system. Monitors weather warnings via weather information system.
- Sends notifications to stakeholders via the Airports Emergency Notification System.
- Availability to work additional hours and/or modify scheduled shifts as needed.
- Ability to effectively train new hires on behalf of the Communication Center Supervisor.
- 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.
- Complies with TBI Safety Program policies and procedures.

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.

Normal Working Hours:

Rotating shifts, including nights, holidays and weekends; work on an on-call basis to respond to emergency incidents. Occasional approved overtime may be required. Work schedule may change anytime which includes nights and weekends based on business and work demands.

NOTE:

A review of this description has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and requirements are essential job functions.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying the position. Employees will be required to perform any other job-related duties assigned by their supervisor.

To Apply:

Please apply to this position by submitting your resume to employment@bur.org or on ZipRecruiter by utilizing the link below:

<https://www.ziprecruiter.com/job/bd01384e>