

The Maryland-National Capital Park and Planning Commission

TITLE: Airport Operations Manager

GRADE: 28

DATE: 4/28/2024

SERIES: Park Activities

CODE: 2408

EEO: Professional

FLSA: Exempt

Class Definition:

Under direction, manages a fully functioning airport facility and historic site. Independently performs administrative and technical work as a technical expert responsible for handling difficult and controversial issues. Manages all airport operations in accordance with Federal, State, and local rules and regulations in providing a variety of aviation services to locally based and transient aircraft. Manages budget and finances for the airport; ensures a safe environment for staff and patrons, ensuring all operations follow strict safety guidelines. Promotes and maintains good public relations; manages the airport facilities and grounds including requesting grants and other funding and promoting and overseeing capital improvement projects. Plans, schedules and assigns work of airport staff and contractors; develops and markets special events, activities and programs and promotes and administers an airport conservation program for efficiency and effectiveness. Work involves responsibilities as an individual contributor in the provision of effective airport operations, program and facility management, planning and managing administrative and technical support services, implementing innovative and successful revenue generating programs, and promoting and overseeing special projects critical to the department. Work results directly and indirectly affect many parts of the Department and the social, economic, and physical well-being of the serviced public. Applies comprehensive knowledge of airport management and operations, Federal Aviation Authority (FAA), Maryland Aviation Authority (MAA) and Transportation Safety Administration (TSA) regulations, business administration and office practices, safety, and health regulations altogether to ensure work products and services are effective. Independently performs various types of analyses to solve difficult, complex and challenging problems and ensures adequacy, accuracy, and effectiveness of airport operations. Interacts with people inside and outside the organization, including the public, to exchange information, coordinate, instruct, guide, advise, obtain agreement, gain compliance, or achieve other desired actions. Performs other duties, as assigned.

Work is assigned in terms of ongoing individual, airport facility, and program responsibilities, broad objectives, priorities, and available resources. Independently plans and carries out the work in accordance with standard practices, selects and applies the methods, approaches, or techniques (among those approved for use) needed to complete the work, interprets, or varies established policies and procedures to deal with situations not specifically covered, and handle most unusual problems and deviations. Employees are held responsible for results as opposed to compliance with processes and procedures and work is reviewed for technical adequacy and appropriateness to requirements.

Examples of Important Duties (Estimated Percentages):

1. Core Functions (±70%)

- Establishes, implements and enforces operating procedures (e.g., security, safety). Assures the facility, field, runway and taxiway are well maintained and in working order. Assures compliance with all pertinent and necessary Federal Aviation Administration (FAA) and Maryland Aviation Administration (MAA) rules and regulations and the airport receives a satisfactory Airport Safety Inspection (e.g., 5010) from the FAA and the MAA, as well as any other governmental inspections. Submits Enterprise Asset

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Management (EAM) requests and follows through with email and meetings to ensure all maintenance projects and needs are completed in a timely manner. Assures that all non-operational areas are well maintained and inviting to the public. Monitors communication systems, utility systems and other services to ensure safe operation of airport. Advises and oversees new construction, remodeling and expansion of airport while applying for and administering MAA Grant Program. Works with the College Park Airport Authority and Department with all edits, changes and final version of the airport rules and regulations. Leads snow removal operations from runway and grounds to ensure airport remains operational.

- Monitors budget, projects monthly revenues and controls expenditures in accordance with approved budget. Submits and manages annual budget; as well as financial paperwork including purchase orders, contracts and check requests. Develops business plans to increase revenues both short and long term. Adheres to all Departmental purchasing requirements. Acts as custodian of checking account and follows established rules. Obtains bids and price quotes. Prepares purchase requisitions and check requests. Purchases equipment and supplies. Drives Commission vehicles to deposit revenues in bank. Applies for and administers grants. Formulates, negotiates and administers leases and contracts. Monitors contractors, vendors and other professionals when needed for airport improvements, maintenance, and repairs.
- Defines goals and objectives, sets standards, rules and regulations. Plans and organizes projects, meetings and airport related events and activities and obtains permits as required. Coordinates with other Commission units and governmental agencies, when needed. Maintains and keeps website for Airport current and up-to-date. Maintains availability of services to patrons of the airport. Develops, promotes and evaluates the use of the airport and facilities by various aviation-related clubs, groups and organizations. Maintains and markets the airport for use by the public for large rentals. Ensures all events and activities adhere to Commission rules and regulations. Develops joint community programs and supports and markets programs where appropriate. Responsible for airport emergencies as the operations primary representative, as directed, in the Airport Emergency Plan (AEP).
- Plans, schedules, assigns and reviews the work of staff. Sets individual goals and objectives with staff members and evaluates staff performance. Selects and trains staff. Monitors, evaluates and takes actions to enhance staff and organization performance. Develops and communicates work and performance expectations. Monitors staff completion of assignments for timeliness, accuracy and effectiveness in meeting work objectives. Conducts required performance planning and review activities. Identifies training and development needs and resources. Recognizes and resolves personnel issues in accordance with Commission policies and procedures. Initiates and recommends personnel actions including recruitment, selection, promotion, transfer and disciplinary actions. Implements approved actions. Keeps staff informed of Commission personnel and management policies and procedures.

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- Establishes and maintains standards and procedures for the safe and efficient management of airport and related airspace. Advises pilots about navigational aids, air space restrictions and radio frequencies in Washington, D.C. metropolitan area. Informs pilots about Federal and State aviation regulations. Notifies Federal Aviation Administration (FAA) about operational status of airport with a Notice to Airmen (NOTAM). Explains airport rules and operations to pilots. Negotiates space rentals. Conducts inspections of facility. Notifies staff and federal authorities about suspicious activities. Contacts and coordinates with National Transportation Safety Board (NTSB), FAA, Maryland Aviation Administration (MAA), park and county police, medical, fire and rescue squads during emergency and non-emergency situations.

2. Other ($\pm 30\%$)

- Meets with citizens, community groups, business groups, Planning Board, County Council, and other government and aviation-related agencies to identify needs, plan programs, present reports and answer questions about the airport. Works with staff on cooperative projects or initiatives. Investigates and responds to complaints and responds to public inquiries or requests for information. Conducts tours of facility. Works closely with the College Park Airport Authority, local jurisdiction and other members of the aviation public and responds to questions or concerns. Communicates effectively within the Department with all Divisions, tenants, patrons, and other community and user groups. Collaborates to optimize opportunities that can be gained through partnerships.
- Prepares operations logs, maintains records of revenues and expenditures, airworthiness directives, fuel system inspections, timecards, inventory of supplies and equipment, and all aircraft using the airport. Develops administrative reports.
- Documents and appropriately responds to emergency situations. Assists in the investigation of accidents, fires and crimes including vandalism. Assures appropriate staff is trained in cardiopulmonary resuscitation (CPR), First Aid, blood borne pathogens, defensive driving, proper fuel handling procedures, and any other pertinent training as needed. Establishes safety standards and staff training via an employee operations manual on site. Assures appropriate Division or Departmental management is notified of any serious incidents that require medical or police response.

Important Worker Characteristics:

- A. Comprehensive knowledge of (1) business administration; (2) airport Management; (3) airport Operations; (4) Federal Aviation Administration (FAA), Maryland Aviation Administration (MAA), and Transportation Safety Administration (TSA) regulations; (5) safety and health regulations; (6) Fire control, first aid and rescue techniques and protocols; (7) weather information and Notice to Airmen (NOTAM) terminology; (8) administration of leases, inspections, permits, investigations, contracts, and financial reports; and (9) Commission organization, regulations, policies and procedures*.

**Typically acquired or fully developed primarily after employment in this job class.*

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- B. Knowledge of, and skill in assigning or reviewing tasks, setting the pace, and otherwise assisting the supervisor by performing group leader work or ability to rapidly acquire knowledge and skill set.
- C. Skill and ability to (1) manage a General Aviation Airport; (2) administer leases, inspections, permits, investigations, contracts and financial reports; (3) analyze situations using sound judgement and take effective actions; and (4) interpret and apply Federal, State and local policies, laws and regulations; (5) calculate fractions, decimals, and percentages; (6) organize work efficiently; (7) provide courteous customer service; and (8) operate single engine aircraft, tractors, forklifts, snowplows, riding mowers, fuel truck and power tools and equipment.
- D. Considerable skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. This includes skill in recognizing subtle aspects of problems and making recommendations and decisions. Examples include solving complex problems involving many variables, analyzing problems quickly and taking appropriate actions under stressful situations.
- E. Skill in communication to understand verbal and written information (including facts, assertions, and arguments), draw inferences, form hypotheses, and develop logical arguments, and to express such information so that others will understand and, in some situations, agree, comply or take other desired action(s). Examples include reading, writing and understanding technical reports and correspondence.
- F. Interpersonal skills to interact effectively with contacts in a businesslike, customer service-oriented manner; this includes skill in establishing and maintaining effective working relationships and working as a member or a leader of a team.
- G. Skill in using a computer, modern office suite software (such as MS Office), enterprise software.

Minimum Qualifications (MQs).

1. Bachelor's Degree in Business Administration, Aviation Management, Airport Management, or any related field.
2. Four (4) years of progressively responsible experience in the airport management field.
3. An equivalent combination of education and experience may be substituted, which together total eight (8) years.
4. Valid driver's license in accordance with both state and Commission rules and regulations. Driver's license must be unencumbered by restrictions, revocations, suspensions, or points that could limit the employee's ability to drive Commission vehicles or perform driving duties required by the position of assignment.

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5. Valid private pilot's license.
6. American Association of Airport Executives (AAAE) Certification required within 12 months of hire.
7. Pass Commission medical examination.

Working Conditions:

Works inside and outside an airport facility which operates seven days per week normally inside an adequately heated, lighted, and ventilated building with occasional outdoor work situations in inclement weather with noisy conditions. Works extended hours, evenings, weekends, and holidays. Responds to emergency situations as required. Work requires ordinary physical effort to sit, walk, stand, bend, reach, or to carry light items during normal everyday activities. Must occasionally use appropriate safety equipment and carefully observe safety precautions during airport operations, flying and driving duties.