

**SOUTH BEND INTERNATIONAL AIRPORT  
ST. JOSEPH COUNTY AIRPORT AUTHORITY**

**POSITION:** Operations Specialist

**FLSA STATUS:** Non-Exempt

**REPORTS TO:** Operations Manager

**HOURS OF WORK:** Shift work, weekends and holidays will be required.

**QUALIFICATIONS:**

**Education:** Bachelor's degree in aviation management, business or public administration or other related field or equivalent combination of training and experience.

**Experience:** This is an entry-level position requiring a four-year degree or equivalent experience and a background in aviation.

**Licenses:** Maintain valid Driver's License

**Other:** Must have the ability to communicate effectively both verbally and in writing; to remain calm during emergency situations; to prioritize multiple requests for service calls; and, to adapt to a changing environment and assignments. Must have the ability to establish and maintain effective working relationships; to obtain cooperation from those whom he/she does not directly supervise; to professionally deal with difficult situations; to solve problems in creative ways while utilizing sound judgment; and, to maintain accurate and complete records. Must be able to work independently as well as with others; to enforce regulations and airport policies effectively and impartially; and, to maintain confidentiality.

**ESSENTIAL DUTIES & RESPONSIBILITIES:**

- Must support and encourage the Authority's Mission, Vision, and Values Statements.
- Ensure compliance with FAA and TSA regulations (including but not limited to FAR 77 and 139 and TSAR 1540 and 1542).
- Conduct FAA Part 139 inspections, document discrepancies, and perform follow-up with appropriate agency or department to ensure timely corrective action.
- Issue and cancel NOTAMs (Notice to Airmen).
- Monitor daily airport activity to identify and respond to operational issues impacting safety, security, efficiency, customer service, or regulatory compliance.
- Work with tenants to ensure compliance with airport rules and regulations and enforce, as necessary.
- Conduct accurate surface observations during snow events. Coordinate snow removal activities with Airport Maintenance, FAA Tower, and tenants. Effectively use RCAM and D-NOTAM to communicate airport conditions to internal and external parties.

- Conduct training and administer tests for ID badges and driver training; issue airport ID badges; monitor and conduct access control operations, functions, and procedures.
- Assist in the coordination of emergency response to all aircraft incidents and phases and in the coordination of Airport Authority employees and outside responding agencies; maintain communication with staff during emergencies; and provide support for all divisions/departments during the emergency.
- Be a liaison with other airport departments and tenants daily and coordinate tasks involving more than one area of responsibility.
- Ensure that all provisions of the ACM and ASP are enforced and that corrective actions are made in a timely manner.
- Complete reports and recordkeeping logs with accuracy, detail, and consistency.
- When needed, staff the Information Center by monitoring telephone and radio traffic and responding to requests/instructions/information from employees, tenants, and the general public.
- Maintain intra- and inter-departmental cooperation, communication, and teamwork.
- All employees are expected to be part of our customer service team as Dedicated Customer Care Specialists.
- Perform any other duties as may be assigned to ensure the safe and efficient operation of the airport.

**PHYSICAL REQUIREMENTS:**

- Work is frequently performed in a standard office environment as well as extensive periods of time outdoors.
- Exposure to dust, grease, excessive noise or vibration, noxious gas, or fumes and/or extreme outdoor weather conditions may be frequently expected.
- Ability to push, pull, lift, and carry up to 50 pounds.
- Position requires frequent reaching with hands and arms, standing, and walking.
- Ability to occasionally climb, kneel, crouch, bend, and crawl are required.
- Ability to sit for constant periods of time.
- Vision abilities required include close, distant, color peripheral, depth, and the ability to adjust focus.
- Work performed requires the ability to speak and hear.
- Position is required to constantly drive Authority vehicles on Airport grounds and public roadways.