



Code: 7008
Family: Public Safety
Service: Operation and Construction
Group: River, Harbor and Transportation
Series: Airport Operation

CLASS TITLE: AVIATION SURVEILLANCE SPECIALIST

CHARACTERISTICS OF THE CLASS

Under supervision, the class staffs a workstation conducting surveillance to observe real time video images of the airports, monitoring alarms, and reporting suspicious behavior within the Surveillance Operations Center in the Department of Aviation performs related duties as required

ESSENTIAL DUTIES

- Monitors and operates a video management surveillance system providing continuous observation and surveillance of transit, department, and TSA cameras observing activities from different angles and directions in and around the airports
- Identifies and reports intrusions, suspicious activity, and access restrictions recorded by the surveillance system
- Utilizes automatic license plate recognition to assist in identifying vehicle license plates
- Coordinates responses to real-time observations and information received on situations impacting airport operations and safety and public safety related matters
- Analyzes flow of passengers, wait lines, crowd controls parking and curbside management throughout the airports and terminals reporting areas of concerns
- Receives and inputs Suspicious Activity Reports (SARs)
- Relays and communicates to the Watch Manager and O'Hare Communications Center (OCC) dispatcher detailed descriptions of observed activities, physical descriptions of individuals, and movement of traffic and individuals in the view area
- Researches news, social media outlets and feeds identifying possible security impacts
- Compiles security and surveillance details and prepares daily security bulletins
- Coordinates with local and federal so by responding to requests for information
- Acts as a liaison with law enforcement organizations and agencies for the purpose of information sharing
- Receives notifications of emergency calls in the area of a surveillance camera, observes activities, and reports observations to the Watch Manager and OCC dispatchers
- Documents daily activities and incident reports that are concise, informative and accurate
- Retrieves and records requested segments of video tape, as required
- Testifies in court regarding established protocols, as required

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Three years of public safety, video technology or professional security officer work experience, or an equivalent combination of education, training and experience

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- Aviation surveillance facility environment

EQUIPMENT

- Video management surveillance and monitoring equipment.

PHYSICAL REQUIREMENTS

- Ability to sit for extended periods of times.

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**Knowledge**

Moderate knowledge of:

- *video surveillance systems, equipment and control systems
- *communications equipment and devices including radio, telephone, and computer-aided dispatch communications systems and their operation
- airport security rules and regulations
- airport security, access control, police and fire communications operations
- public safety principles and practices

Some knowledge of:

- administrative procedures and practices

Knowledge of applicable City and department policies, procedures, rules, regulations, and ordinances

Skills

- *ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- *ACTIVE LEARNING – Understand the implications of new information for both current and future problem-solving and decision-making
- *COORDINATION WITH OTHERS - Adjust actions in relation to others' actions

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- RECOGNIZE PROBLEMS - Tell when something is wrong or is likely to go wrong
- RECOGNIZE SPATIAL ORIENTATION – Know one's location in relation to the environment or to know where other objects are in relation to one's self
- MAKE SENSE OF INFORMATION – Quickly make sense of, combine, and organize information into meaningful patterns

Other Work Requirements

- STAMINA - Demonstrate energy and stamina to accomplish work tasks
- INDEPENDENCE – Develop own way of doing things, guide oneself with little or no supervision, and depend mainly on oneself to get things done
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
December, 2020