



Code: 7003
Family: Public Safety
Service: Public Safety
Group: Fire Service
Series: Emergency Communications

CLASS TITLE: AVIATION COMMUNICATIONS OPERATOR

CHARACTERISTICS OF THE CLASS

Under supervision, operates radio, telephone and a computer aided dispatch system at a municipal airport's communications center to receive and dispatch requests for police, security, fire suppression and emergency medical services; and performs related duties as required

ESSENTIAL DUTIES

- Works an assigned shift and mans a police, fire, or access control and security communications console station to receive calls from airport and airline personnel requesting public safety services and to monitor incoming reports of incidents
- Obtains pertinent information from callers to determine the type, gravity and location of the incident and enters information into a computer aided dispatch system with interactive mapping capabilities
- Dispatches police personnel, fire and emergency medical services units and/or aviation security officers stationed or housed at a municipal airport to respond to reported incidents within the airport and its perimeter
- Operates communications console, telephone and radio equipment to maintains and monitor communications with dispatched police, fire and aviation security personnel and dispatched additional resources as required
- Follows established protocols in prioritizing the dispatching of public safety resources in response to incidents and requests for services
- Monitors computer access security system providing controlled levels of access to specified areas of the airport by responding to alarms triggered by access control breaches
- Views security cameras and video tapes to assess breach in security and dispatches police and/or aviation security officers for appropriate response
- Notifies Transportation Security Administration (TSA) of reported security incidents based on established protocols
- Broadcasts information regarding emergency weather conditions and other emergencies to airport personnel as directed
- Notifies supervisor of emergency situations, escalated police, fire or security incidents and other incidents requiring an emergency management response

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

- High School Diploma or equivalent certificate (GED), plus three years of work experience in receiving and processing calls for public safety or emergency services OR three years of work experience dispatching security or emergency services calls to public safety or security personnel, or an equivalent combination of experience.

Licensure, Certification, or Other Qualifications

- Must obtain Emergency Medical Dispatch certification from the State of Illinois within six months of hire.
- Successful candidates must pass a drug screen and a background investigation. Persons offered employment must pass all pre-employment exams prior to appointment.

WORKING CONDITIONS

- Communications Center facility environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer, modems)
- Computer-aided dispatcher system (e.g., headset, two-screen computer console with interactive mapping display, touch-screen telephone and radio controllers, instant recall recording devices)
- Two way radio

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Moderate knowledge of:

- geographical layout of airport's airside and landside facilities

Some knowledge of:

- *applicable computer equipment and software
- *communications equipment and devices including radio, telephone, and computer-aided dispatch communications systems and their operation
- *general emergency communications and dispatch procedures and protocols

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

Skills

- *ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- *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
- *COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- *JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one

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
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- CONCENTRATE - Concentrate on a task over a period of time without being distracted
- RECOGNIZE PROBLEMS - Tell when something is wrong or is likely to go wrong
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- TIME SHARE - Shift back and forth between two or more activities or sources of information (such as speech, sounds, touch, or other sources)
- MAKE SENSE OF INFORMATION - Quickly make sense of, combine, and organize information into meaningful patterns

Other Work Requirements

- INITIATIVE - Demonstrate willingness to take on job challenges
- CONCERN FOR OTHERS - Demonstrate sensitivity to others' needs and feelings and be understanding and helpful on the job
- ADAPTABILITY/FLEXIBILITY - Be open to change (positive or negative) and to considerable variety in the workplace
- 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

Date: August, 2010