



## **AIRPORT OPERATIONS SHIFT MANAGER - WORCESTER**

Department: Aviation  
Unit: 7010  
Union: Local 25 Supervisory

Supervisor's Title: Director, Worcester  
Regional Airport

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**Purpose:** Monitors, coordinates or directs activities of all agencies operating within the Airport Operations and Terminal areas on assigned shift to affect direct functional command and assure the safety and efficiency of airport operations. Implements airport policies and procedures and performs administrative duties as they pertain to facilities, security, safety, tenants and users.

### **ESSENTIAL RESPONSIBILITIES OF THE JOB**

**Maintains all aspects of Airport safety and security. Ensures the proper operating conditions of the airport are maintained. Takes corrective action when deficiencies are found.**

- Makes frequent inspections of all aeronautical areas to assure compliance with Airport Certification Manual and FAA Part-139 standards.
- Updates and manages the Airport Certification Manual ensuring the manual complies with FAA regulations and that airport procedures align with those regulations.
- Works with Maintenance Unit, FAA Facilities, Tenants and Contractors to correct deficiencies noted.
- Plans and controls closing or reopening of aircraft operating areas for maintenance, repair or construction and issues appropriate NOTAM's.
- Summarizes all Field Condition Reports, NOTAMS, and work orders.
- Schedules closures of aircraft operating areas to minimize impact on airport and en route air traffic operations.
- Inspects terminal and public areas and initiates requests to correct deficiencies.
- Maintains log of significant activities and incidents occurring on assigned tour of duty.
- Enforces MPA Rules and Regulations.
- Acts as "Incident Operations Manager" during emergency situations.

**Monitors compliance with the Airport Security Plan. Conducts security inspections as required and initiates corrective measures as needed.**

**Conducts inspections of all ongoing construction projects while on shift.**

- Ensures projects are in compliance with FAA and MASSPORT policies and procedures.
- Acts as operational liaison between contractors, the FAA, tenants and others.
- Works with contractors to facilitate safety and to minimize disruption to normal daily operations.

**Coordinates Snow Removal effort during Snow Removal Emergencies with the Airfield Maintenance Supervisor or other management personnel as appropriate.**

- Coordinates priorities and timing for snow removal and evaluates surface conditions before returning them to safe, active status.
- Implements the procedures for opening, closing and inspecting all airport surfaces to ensure safe operating conditions.
- Composes, logs and disseminates airfield condition reports and NOTAM's as conditions warrant (to FAA, tenants and Massport Operations).
- Maintains positive interactions and communications with operating personnel, FAA, airlines, other airport tenants, and the general public before, during and after storms.
- Inspects airport roadways, parking lot, and crosswalk and sidewalk areas to determine condition and take appropriate action.
- Makes recommendations as necessary.
- Records all snow events that resulted in man-hour usage, equipment or materials.

**Summarizes information for presentation to the Maintenance Manager and the Airport Director.**

**Assumes responsibility as senior Massport official on airport during emergencies, incidents, or impacted operating conditions until relieved by a higher authority.**

**Responds to emergency situations according to airport procedures and airport emergency plans.**

**Maintains positive interaction with operating personnel of FAA, Governmental Services, airlines, service contractors, construction crews and Massport field and staff units to coordinate activities on the air operations areas.**

**Coordinates and monitors in cooperation with the Environmental Field Technician, Worcester Regional Airport's compliance with applicable state and federal environmental regulations regarding fuel use and storage, fuel spills and cleanup, DEP reporting, hazardous waste handling and disposal, chemical use and storage, record keeping and other pertinent issues as they arise.**

- Maintains active communications with the Airport Director and maintains consistent communication and positive working relationships regarding

incidents and conditions warranting notification of DEP, EPA, and other agencies.

- Communicates relevant information on issues relating to daily operations and provides technical assistance.
- Conducts periodic fuel farm and truck inspections to ensure compliance with FAA and Massport regulations.
- Participates in audits and conducts timely follow-up inspections.
- Coordinates all phases and aspects of audits with tenant facility manager and environmental unit staff and consultants.
- Assists Massport units and tenants in the implementation of environmental programs and projects.

**Supervises and coordinates activities of personnel engaged in carrying out departmental objectives in unit.**

- Review's unit's workload, schedules, personnel assignments, status of ongoing work, projects, and available personnel for work assignments in order to plan unit activities.
- Assigns specific duties to personnel, and specific projects, considering individual knowledge and experience.
- Prepares and reviews reports, papers, and other records prepared by personnel for clarity, completeness, accuracy, and conformance with agency policies.
- Routes approved reports and records to Director for action.
- Coordinates work activities of unit with other units, sections, or agencies to prevent delays in actions required or to improve services to the public.
- Plans and conducts, or arranges for, orientation and training of personnel.
- Performs general supervision of airport forces on assigned tour of duty in absence of normal supervisory staff.

**Responsible for aircraft parking requirements, property management of tie-downs and T-hangars.**

- Inspects aircraft tie-down areas and T-hangars.
- Monitors tenant accounts, working with the Accounting Department to collect past due accounts.
- Identifies illegal subletting issues by reporting and following through with the Airport Director and other departments, as directed.
- Reports violations of fire, environmental, Massport or Airport regulations discovered during routine inspections and follow-up corrections.
- Assists in implementation of property management procedures.
- Works with Airport Director and Massport's Administrative and Finance Department to ensure that leases are current and in compliance with Massport and Airport regulations.
- Inspects vacated areas and coordinates required repairs with Airport Maintenance or outside contractors, if required.

**Assists with the airport's operating budget.**

- Tracks and records individual operating section expenses.

- Prepares monthly expense reports.
- Provides backup information as necessary to address budget trends and needs.
- Enters invoice and purchase order information throughout the year, monitoring spending, and reports unusual trends to the Airport Director.
- Prepares forms necessary for completion of the budget preparation process.

**Manages all Security Sensitive Information (“SSI”) for the Department.**

- Serves as the Departmental liaison to the Corporate Security and Legal Departments on the management of SSI.
- Periodically monitors department documents to ensure implementation of policies regarding the marking, custody, creation, management and destruction of SSI.
- Trains all Departmental staff on the procedures to manage SSI.
- Manages the procurement of necessary containers for the storage of SSI material and manages the destruction and necessary record keeping for all SSI.
- Represents the Department at all Massport meetings relating to the management of SSI.

**Investigates incidents, complaints or unusual situations related to airport operations.**

**Provides escorts as required.**

**Manage the access control system including monitoring the system, maintaining the system and performing other computer related functions.**

**Manage ID System including making badges and managing access level policies.**

**Updates Airport Snow Plan annually.**

**Train airport employees in ground vehicle procedures. Train, test and maintain records on new employees and contractors in compliance with FAA regulations.**

**Performs other duties as assigned.**

**JOB REQUIREMENTS AND QUALIFICATIONS**

Education

Bachelor’s degree in Aviation science or business administration or equivalent professional experience in an airport environment.

Experience

5 - 7 years' experience in airport or airline operations required. Two years supervisory experience preferred. Two years public contact experience preferred.

### **UNIQUE EXPERIENCE/CERTIFICATION/REGISTRATIONS**

1. Current and valid driver's license unrestricted except for corrective lenses and automatic transmission.
2. Ability to pass airfield driving test and obtain Aerodrome Ramp and Apron License.
3. Ability to pass Massport security clearance and obtain a Massport security badge.
4. Ability to successfully complete the Airport Certified Employee (ACE) operations program provided by the American Association of Airport Executives.
5. Knowledge of FAA Rules and Regulations and procedures pertaining to airport operations.
6. Knowledge or experience in airport maintenance, snow removal, rubber removal and crack repair.
7. Ability to pass a Massport's controlled substances testing and background security check.

### **WORKING CONDITIONS**

#### Environmental Parameters:

Ability to work in an office environment within an airport environment with conditions that may include: fumes, odors, gases, chemicals, and dust as well as decibels in the range of 65 - 100; and in all weather conditions (hot, cold, humid, dry, and wet).

#### Physical Demands:

*Strength:* Ability to lift/move approximately 70 lbs.

*Type:* Ability to demonstrate oral and auditory communication skills; clarity of vision at 20 feet or more and at 20 inches or less, three-dimensional vision, and night vision. Ability to judge distance and space relationships so as to see objects where and as they actually are, ability to identify and distinguish colors. Must have the ability to climb ladders, ascend and descend stairs. Ability to work in conditions in which there is danger of injury, loss of life, significant mental stress, response to all types of life and death emergencies, and distressing conditions surrounding accidents/sites.

### **WORK SCHEDULE**

Ability to work a 40-hour workweek. Ability to work additional hours as necessary as workload demands. Ability to be on call and respond as necessary during emergencies including weekends, holidays, and off hours.

**EQUIPMENT USED:** Runway Friction Tester Vehicle, 2-way radio, Calculator, Charts, Ledgers, Schedules, Computer, Telephone, and architectural, engineering and construction documents.