



COMMUNICATIONS SPECIALIST

DEPARTMENT: Aviation
UNIT: 2030
UNION: Local 25

SUPERVISOR: Senior
Communications Specialist

The Massachusetts Port Authority (Massport) is currently accepting bids/applications for the position of Communications Specialist (Bargaining Unit, Local Union No. 25) in the Aviation department. The Communications Specialist coordinates radio and phone communications for the Massport Operations staff, Massport Fire/Rescue Department, State, Federal and public agencies; provides centralized notification and communication during routine and emergency situations. Coordinates gate usage and aircraft parking for various ramp areas. Monitors and operates Logan Airport's card system for security alarms and breaches.

ESSENTIAL TASKS OF THE JOB

Coordinates radio and telephone communications for all routine and emergency activities affecting Massport properties.

1. Monitors all appropriate Massport radio channels.
2. Dispatches appropriate resources for Access Control, Fire Alarm, Operations and Gate Control incidents requiring action and resolution.
3. Maintains manual and computer logs and reports to document daily occurrences and unusual events.
4. Operates Massport's emergency alerting and notification system.
5. Interacts with staff from FAA Boston Tower, State Police, Massport Operations, airlines and tenants to implement and control airport activities ensuring safe and efficient operations.
6. Responds to inquiries from other government agencies and the general public.
7. Assists members of the Operations team to initiate and follow up on routine and emergency calls for service.
8. Ensures all equipment needed to complete job tasks are properly maintained and operational.

Controls activity of Massport owned aircraft parking positions and gate plans.

1. Prepares daily gate and remote stand parking plan for Authority owned gates and parking positions utilizing a computerized gate management system.

2. Monitors CCTV systems to ensure gate, stand and bag belt time parameters are adhered to.
3. Updates flight information display screens as needed.
4. Logs activity of parking positions, alterations in the gate plan, overnight parking positions, passenger and baggage information and Gate Control emergency events.
5. Assists in the preparation of the seasonal gate plan for Authority owned gates.
6. Confirms parking information for billing purposes.

Coordinates operating activities of Massport Operations and FAA tower operations.

1. Issues Notices to Airmen (NOTAMs) under the direction of the Airport Operations Shift Manager.
2. Updates and communicates Field Condition Reports (FCRs) to staff, tenants and FAA.
3. Coordinates maintenance work requests with Massport Operations, FAA, and other relevant parties.
4. Monitors weather forecasts and conditions that may impact flight and runway operations.
5. Investigates FOD Detection System alarms.
6. Advises Airport Operations Shift Manager of unsafe or unsatisfactory conditions and, as directed, initiates request to staff or tenants to correct those conditions.

Receives, advises, and logs emergency call for the Massport Fire Department and handles emergency or transferred 911 calls.

1. Answers emergency phone lines and dispatches Massport Fire Department personnel for multiple Massport locations.
2. Uses established protocols to evaluate the information and take appropriate dispatch action.
3. Requests and coordinates responses from multiple partner agencies.
4. Maintains situational awareness in regard to the location and status of all Fire Department resources.
5. Multitasks on the phone and radio during simultaneous incidents.

Monitors the access control system for alarms and breaches.

1. Monitors, investigates and communicates incidents associated with Access Control and Video Management Systems (VMS) in compliance with Massport and the Transportation Security Administration (TSA) at Massport facilities.
2. Monitors access control systems for related alarm conditions and reports all unresolved alarms to the Massachusetts State Police. Processes and logs all reported alarms and responses to the alarms, using manual and computerized systems.
3. Briefs TSA on security events that require TSA notifications.
4. Utilizes the VMS to investigate and report related security events. Communicates and documents incidents to ensure compliance with Massport's Airport Security Program.
5. Dispatches appropriate personnel for access control system maintenance.
6. Controls door locks in unusual situations.

7. Controls access to the visitor parking lot(s).
8. Deactivates security badges as requested.

Assists in the training of new employees.

1. Orients new personnel to Communication Center systems and Massport policies.
2. Oversees new employee's work as assigned by the Communications Center Manager.

Performs other duties as assigned.

EDUCATION AND/OR EXPERIENCE

The Applicant must meet one of the three eligibility paths below to satisfy our criteria:

PATH 1 –

Bachelor's Degree and related aviation work experience.

1. Three years' work experience with airline operations, fixed base operator, aircraft dispatching, gate planning, or monitoring complex security access control systems.
2. Three years' work experience in an airport operations department. Work history with specific experience related to FAA regulations or TSA regulations can be substituted for airport operations department experience.

PATH 2 –

Bachelor's Degree in Aviation Management and related aviation work experience.

1. Related work experience with airline operations, fixed base operator, aircraft dispatching, gate planning, or monitoring complex security access control systems. Related work experience in an airport operations department. Work history with specific experience including but not limited to FAA regulations, TSA security regulations, runway and taxiway inspections, aircraft fueling operations, emergency and contingency planning and execution, passenger terminal operations, public area inspections including roadways and airport facilities, coordination center responsibilities related to gate management, issuance of NOTAMs and dispatching of emergency and/or security personnel.

PATH 3 –

Public Safety Dispatcher Certification and related experience.

1. Three years of experience in a public safety communications center environment. Relevant experience that will be considered includes, but is not limited to dispatching fire, police or emergency medical personnel; call taking or dispatching in a multi-agency coordination center.
2. Working knowledge of the Motorola MCC7500 Dispatch console Platform.
3. Working knowledge of a Computer Aided Dispatch (CAD) System.
4. Experience and knowledge with Fire Department and Fire Alarm Terminology.

5. APCO, Powerphone or other related fire dispatch certification is required.

UNIQUE EXPERTISE/CERTIFICATION

1. Ability to communicate in Standard English is required.
2. Valid and current driver's license unrestricted except for corrective lenses.
3. Ability to pass Massport's security clearance check. Ability to obtain and maintain a Logan Airport security badge.
4. Ability to qualify in four separate areas: Card Access; Gate Control; Operations; and Fire Alarm dispatch.
5. Ability to obtain APCO (Association of Public Safety Communications Officers) certification within six months and the ability to re-certify as required.
6. Working knowledge of computerized spreadsheets, Microsoft Word, Microsoft Excel and other computer programs in a windows environment preferred.
7. Ability to type 25 wpm, preferred.
8. Ability to pass Massport controlled substance testing and background and security check.

WORKING CONDITIONS

Environmental Parameters

Ability to work in an office environment and to travel to all Massport facilities as needed. Ability to work in 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/and or move up to 30 lbs on occasion.

Type: Ability to discriminate colors to distinguish signal and runway lights; ability to work in a stressful environment; to view video cameras and television type screens; and ability to hear alarm systems.

EQUIPMENT USED

2-way radio, personal computers, printers/scanner/copier, multi bank telephone console, camera monitors, recording devices, binoculars, maps, charts and other Massport equipment.

WORK SCHEDULE

Ability to work any shift as assigned, including nights, weekends and holidays, for a 40-hour work week. Ability to be available for overtime as assigned or required. Massport requires employees to obtain and maintain full COVID-19 vaccination as a condition of employment. Massport will allow for limited exemptions where a reasonable accommodation can be reached for any employee who is unable to receive vaccination due to medical disability or who is unwilling to receive vaccination due to a sincerely held religious belief. New hires will be expected to

provide proof of vaccination or request for reasonable accommodation prior to their hire date.