

GREATER ASHEVILLE REGIONAL AIRPORT AUTHORITY POSITION DESCRIPTION	
POSITION TITLE: Airport Telecommunicator	DATE: 07/25/2023
DEPARTMENT/TITLE OF SUPERVISOR: Operations / Operations Manager	GRADE/LEVEL: 15 (Non-exempt)

Position Summary (Primary Function)

The Airport Telecommunicator is responsible for providing communications, coordination, and dispatch functions to facilitate airport operations, including emergencies, through a centralized communications center. Promotes situational awareness and facilitates collaborative decision making. Performs skilled work, including telecommunications, customer service, dispatching emergency units, and relaying emergency and non-emergency information. Operates and monitors communications equipment, such as radios, telephones, access control, cameras, computers, and building systems. Must be able to assess situations quickly and objectively while determining the proper course of action within established rules, regulations, and procedures while representing the Airport Authority in a professional and positive manner.

Responsibilities (Essential Duties)

- Answers all calls and requests for assistance or information consistently and in a courteous, cooperative manner.
- Differentiates between and prioritizes emergency and non-emergency calls to dispatch and dispatches the appropriate response units.
- Dispatches Airport Maintenance Calls.
- Dispatches calls for police services in an appropriate and timely fashion.
- Dispatches the Airport Fire Department and Operations to fire and medical emergencies.
- Maintain location and status information of emergency response units.
- Demonstrates proficiency in the use of law enforcement and fire computer systems, communication systems, Computer Aided Dispatch, and security/identification systems.
- Gathers information from verbal reports generating accurate and concise documentation.
- Monitors the closed-circuit television system and initiates action for any unusual incidents and/or discrepancies. Is able to recall and review recorded video.
- Monitors access control, fire alarm, and other systems and initiates actions based on set procedures.
- Interpret and adhere to Federal, State, and Local regulations, procedures, and instructions to ensure the safety of persons and the security of airport property.
- Maintains a working relationship with other law enforcement, emergency services organizations, Public Safety Answering Points, and co-workers.
- Attends any and all training required by the Airport Authority.
- Responsible for maintaining confidential information.

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- Maintains accurate and timely records.
- Performs any other duty or assignment delegated by proper authority.

Education Requirements (Evaluation Factors: Skills, Education, Experience, Ability)

- High school diploma or equivalent required.
- At least one year of related experience required.

Certifications Required

- DCI/NCIC certification within twelve (12) months of employment.
- Telecommunicator certification within twelve (12) months of employment.
- NIMS/ICS certifications in accordance with GARAA Organizational Directive for Incident Command Training for AVL Staff.

Experience Requirements

- High school diploma or equivalent required.
- At least one year of related experience required.
- Knowledge of TSA security regulations and requirements is preferred.
- Thorough knowledge of safety regulations, occupational hazards, and related safety precautions.
- Ability to establish and maintain effective working relationships with coworkers, supervisors, and the public.

Special Knowledge, Skills and Abilities

- Excellent verbal communication skills.
- Ability to execute directions accurately and with speed.
- Excellent interpersonal and customer service skills.
- Excellent organizational skills and attention to detail.
- Strong analytical and problem-solving skills.
- Ability to prioritize tasks, delegating when appropriate.
- Ability to operate or to quickly learn a variety of communications systems.
- Significant independence and initiative required.
- Ability to effectively communicate with field employees, customers, and other dispatchers.
- Occasionally will need to handle hostile or abusive callers in a professional manner.
- Must be able to perform under pressure and in a stressful environment.

Supervisory Responsibility

- None at this time.

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Licenses Required

- Valid state Driver's License.

Latitude/Independent Judgment/Accuracy

- The Operations Manager establishes workflow for the position.
- Diligence must be exercised when handling confidential information.
- Reasonable care for equipment/process will prevent injury/damage.
- Responsible for own work but must coordinate work with others.

Other Requirements

- Must be able to complete and pass a background investigation as required by the Federal Government.
- Works a rotating shift assignment with a team to cover a 24/7/365 schedule. This includes days, nights, weekends, and holiday work schedules. Shift assignments are subject to change.
- Be available for emergency overtime when the need arises by responding to call outs before and after routine/standard work hour. Overtime must be pre-authorized and approved by supervisor.
- Maintains regular and reliable attendance.

Working Conditions

- Prolonged periods of sitting at a desk and working with dispatching equipment.
- Dexterity of hands and fingers to operate personal computers.
- Sitting for extended periods of time working at computer keyboards, monitoring a variety of public safety communications systems, and completing documentation required of operations.
- Vision, specifically to include up close, distance, color, and peripheral; depth perception and ability to adjust focus.
- Hearing and speaking to exchange information with emergency callers and public safety personnel.
- Work in this position is light work exerting up to 10 lbs. of force frequently and 20 to 50 pounds of force occasionally to move objects.
- Exposed to normal office environment and limited normal industrial environment.
- Exposed to weather elements on occasion.
- This is a non-exempt position.