

GREATER ASHEVILLE REGIONAL AIRPORT AUTHORITY POSITION DESCRIPTION	
POSITION TITLE: Airport Telecommunicator	DATE: 10/30/2025
DEPARTMENT/TITLE OF SUPERVISOR: Public Safety / Telecommunications Supervisor	GRADE/LEVEL: 15 (Non-exempt)

Position Summary (Primary Function)

This position exists to provide communications, coordination, and dispatch functions to facilitate airport operations, including emergencies, for Asheville Regional Airport (AVL). 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)

- Performs duties to provide situational awareness and collaborative decision making in AVL's Communications Center. Performs skilled work including telecommunications, coordination, and dispatch functions to facilitate airport operations, including emergencies, for Asheville Regional Airport (AVL). Dispatches emergency and non-emergency personnel, relaying emergency and non-emergency information. Dispatches calls for police services, airport fire and medical services, and airport operations in an appropriate and timely fashion in compliance with federal, state, airport authority, and local regulations.
- 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 and dispatches the appropriate response units. Maintains location and status information of all emergency response units. Demonstrates proficiency in the use of law enforcement and fire computer systems, communication systems, Computer Aided Dispatch, and security/identification systems.
- Dispatches Airport Maintenance and IT calls for service.
- Gathers information from verbal reports generating accurate and concise documentation. Responsible for maintaining confidential information. Maintains accurate and timely records.
- Monitors multiple systems to maintain situational awareness of the airport including closed-circuit television system, access control, fire alarm, and other systems and initiates actions based on set procedures and initiates action for any unusual incidents and/or discrepancies. Is able to recall and review recorded video, and access control records.
- Interpret and adhere to Federal, State, and Local regulations, procedures, and instructions to ensure the safety of persons and the security of airport property.

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- Collaborates and coordinates with outside law enforcement and public safety entities and other Airport departments to ensure the continuity of the airport operations and federal compliance. Maintains a working relationship with other law enforcement, emergency services organizations, Public Safety Answering Points, and co-workers.
- Performs duties in compliance with the Airport Emergency Plan (AEP) and standard operating procedures and follows the National Incident Command Systems (NIMS) protocols. Reacts quickly, calmly, and exercises independent judgement and initiative to protect persons, property, and ensures compliance. Conducts and participates in required emergency response training and exercises related to airport operations, emergencies, and security. Attends training required by the Airport Authority, including dispatch certifications and training.
- Performs other duties, as assigned.

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

- High school diploma or equivalent 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

- Minimum one (1) year of related experience required.
- Ability to establish and maintain effective working relationships with coworkers, supervisors, and the public.

Knowledge, Skills and Abilities

- Considerable knowledge of telecommunications, dispatch, public safety, and airport operations to include Computer Aided Dispatch (CAD), radio systems, and security monitoring systems.
- Considerable knowledge of airport operations, occupational hazards, and safety precautions.
- Considerable knowledge of Incident Command System (ICS) and National Incident Management System (NIMS).
- Knowledge of federal regulations including Federal Aviation Regulations (FAR) Part 139 and Transportation Security Regulations Part 1542.
- Skills to communicate effectively orally and in writing.

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- Skills to efficiently manage multiple priorities, tasks, and personnel for Communication Center operations.
- Customer service and interpersonal skills.
- Strong analytical and problem-solving skills with attention to detail.
- Effective organizational, prioritization, and computer skills.
- Ability to establish and maintain effective working relationships with internal and external stakeholders, airport tenants, federal partners, co-workers and the public, and represent the airport in a positive and professional manner.
- Ability to respond calmly and effectively in emergencies, and effectively manage sensitive, stressful, and tense situations.
- Ability to demonstrate initiative, creativity and innovative thinking in a rapidly changing work environment.
- Ability to execute directions accurately and with speed.
- Ability to perform under pressure and in a stressful environment.

Supervisory Responsibility

- None.

Licenses Required

- Valid state Driver's License, or ability to obtain.

Latitude/Independent Judgment/Accuracy

- The Telecommunications Supervisor 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.
- Significant independence and initiative, required.

Working Conditions

- This position is sedentary in nature and may require prolonged periods of sitting and monitoring numerous systems and computers.
- Lifting of less than 25 pounds, such as books and laptops. On an occasional basis physical activity may include reaching, lifting, kneeling, squatting, standing and twisting.
- Must be able to operate and monitor communications equipment, such as data terminals, computers, radios and telephones.
- Vision, specifically to include up close, distance, color, and peripheral; depth perception and ability to adjust focus.

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- Hearing and speaking to exchange information with emergency callers and public safety staff.
- Exposed to normal office environment but on occasion may be exposed to excessive noise. Exposed to weather elements on occasion.

Other Requirements

- 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.
- Subject to emergency call backs for work.
- This is a non-exempt position.
- This position is deemed essential.
- Primary job functions require in-person/on-site work.
- This position is subject to call-back work and holiday work.
- Must successfully pass and maintain an active Security Threat Assessment (STA) and Criminal History Records Check (CHRC). Certain convictions will disqualify individuals from unescorted access privileges and therefore exclude from employment.