TBI Airport Management, Inc.

Job Description

Operations Technician

Reports to: Operations Supervisor

Location: Middle Georgia Regional Airport/Macon Downtown Airport

Summary:
We are a leading airport management company committed to ensuring safe and efficient airport operations. As part of our team, you will have the opportunity to learn and grow in a dynamic environment while contributing to the smooth functioning of our airport facilities.

General Responsibilities:

Under the general supervision of the Operations Supervisor, performs a variety of duties as dictated by operational requirements of both the Middle Georgia Regional Airport and Macon Downtown Airport.

Major Responsibilities and Functions:

Operations Technicians are responsible for the following:

➢ Conducting daily airfield inspections, identifying, and reporting airfield deficiencies, maintaining the Wildlife Hazard Management Program, and responding to all emergency alerts.

➢ Ensuring airfield security is maintained and provide escort to pedestrians and vehicles in secured areas.

➢ Monitoring and coordinating all construction projects.

➢ Maintaining work environment and equipment in clean, neat, and orderly manner.

➢ Monitoring daily weather and provides tenants with severe weather notifications.

➢ Representing airport management on a 24-hour basis.

➢ May be asked to assist maintenance personnel with projects and operate heavy equipment on occasion.

➢ May be asked to assist management with marketing, business development, air service development, IT/social media, and/or other areas of airport management.

➢ Oversee the maintenance and upkeep of airport facilities, including terminals, runways, taxiways, and other infrastructure.

Post-Training duties:

➢ Issuing, recording, and monitoring all NOTAMS, via FAA Digital NOTAM Manager.

➢ Acts as liaison with all responding agencies during emergency situations.

➢ Serve as a central point of contact for airport stakeholders, including airlines, ground service providers, and regulatory agencies, facilitating communication and resolving issues effectively.

➢ Participate in ongoing training programs to enhance skills and knowledge related to airport operations, safety procedures, and emergency response protocols.

➢ Collect and analyse data related to airport operations, identifying trends, and making recommendations for improvements in efficiency and safety.

➢ Maintain accurate records and documentation related to airport operations, including incident reports, maintenance logs, and regulatory compliance records.

Qualifications:

Education
➢ A High School Diploma or GED is required.

Experience
No prior experience is necessary, but a strong desire to acquire the skills needed to become an Operations Coordinator and a willingness to contribute to the overall success of the airport is essential.

Certifications
➢ Must obtain an American Association of Airport Executives (AAAE) Airport Certified Employee Certification within one year of start date.

Training
➢ Candidates for this position must have successfully completed a series of rigorous training programs and tests to demonstrate proficiency in airport operations, safety procedures, and emergency response protocols. This comprehensive training ensures that the Airport Operations Technician is well-equipped to handle the diverse challenges associated with managing airport security and safety.
    o The Operations Technician must pass the Airport Operations test after 90 days to continue employment. This will ensure satisfactory progress is being achieved and enough knowledge has been acquired to continue the training process.

o Applicant must pass additional testing at the 30-day and 60-day marks. This will allow management to review progress and learn what areas the employee will need to focus on to pass the final exam.

o Upon reaching the one-year mark and demonstrating satisfactory performance, the Operations Technician will have the opportunity to advance to the role of Operations Coordinator by obtaining the AAAE ACE Certification.

Skills

➢ Excellent, proved interpersonal, verbal, and written communication skills and ability to interact and represent the company with airport tenants, state and federal authorities, and other organizations on a professional level.

➢ Ability to establish and maintain working relationships with other TBI employees, airline employees, and federal/state aviation agencies.

➢ General knowledge of computer applications, software, and hardware; including Microsoft Office Suite.

Other

➢ Must possess a valid Georgia Driver's License with an acceptable driving record or be able to obtain within first month of employment.

Working Conditions:

Physical Effort:

While performing the duties of the position, the employee is regularly required to sit, stand, and walk for extended periods of time throughout the course of daily activities. The employee is regularly required to climb, lift, balance, stoop, kneel, crouch or crawl.

Mental Effort:

The Operations Technician works in an airport environment with interpersonal interaction with people of varying levels of sophistication. The workday may be subject to frequent interruptions and distractions. Therefore, the ability to manage conflicting priorities and associated stress is critical to position success. Stress associated with responding to/solving issues, inquiries and/or complaints from employees, passengers, airport tenants and regulatory agencies. Operations are dynamic and situations may require immediate attention. This position has high exposure to the public and requires a professional approach and demeanour under all conditions. It also requires a genuine willingness to assist persons with a wide range of requests and needs, including individuals with disabilities.

Working Hours:

Working hours for this position will vary by shift. Shifts may include weekends, holidays,

and irregular hours, according to the operational necessity of the airport.