

SURVEY JOB LEVELING FACTORS

Please use the following Job Leveling Factors to determine the proper leveling of a jobs matched to the survey.

Production, Manual, Administration and Technical Support Structure – Roles in this structure are typically those which perform routine or repetitive tasks and do not require higher-education, but may require skills acquired through time, hands-on experience, technical or trade schooling.

- **Entry Level – S1**
 - **Skill Level:** Formal/informal Training Program.
 - **Assignments:** Routine or repetitive tasks with specific instructions and set procedures.
 - **Experience:** No experience required, with the typical incumbent possessing zero to three years of related experience.
 - **Education:** High School diploma or GED required.
 - **Supervision:** Close supervision.
 - **Population Distribution:** 5% to 10%.

- **Intermediate Level – S2**
 - **Skill Level:** Fully trained.
 - **Assignments:** Semi-routine tasks requiring some discretion and use of limited judgment and initiative.
 - **Experience:** Requires one or more years of directly related experience, with the typical incumbent possessing three to four years of experience.
 - **Education:** High School diploma or GED required in non-technical positions. In addition, may require some higher education or specialized training or certification in technical positions.
 - **Supervision:** Limited supervision with spot checks.
 - **Population Distribution:** 15% to 25%.

- **Career Level – S3**
 - **Skill Level:** Fully qualified. Received relevant training.
 - **Assignments:** Moderately complicated tasks and activities requiring knowledge and skills, judgment, independent analysis and problem solving.
 - **Experience:** Requires three or more years of directly related experience, with the typical incumbent possessing five to eight years of experience.
 - **Education:** High School diploma or GED required in non-technical positions. In addition, typically requires some higher education or specialized training or certification in technical positions.
 - **Supervision:** Works with General supervision. May provide working leadership or guidance to lower-level employees.
 - **Population Distribution:** 40% to 60%, bulk of job family population.

- **Specialist Level – S4**
 - **Skill Level:** Specialized Knowledge of practices, concepts, systems or tools and/or processes. Recognized internally as a subject matter resource.
 - **Assignments:** Complex tasks requiring considerable judgment, independent analysis and decision making. Has detailed knowledge of the position and procedures.
 - **Experience:** Requires six or more years of directly related experience, with the typical incumbent possessing nine to fifteen years of experience. All incumbents in this job family do not progress to this level. It is used on a business need basis.
 - **Education:** High School diploma or GED required. In addition, typically requires higher education and/or specialized training or certification.
 - **Supervision:** Requires minimal supervision. Typically provides working leadership or guidance to lower-level employees.
 - **Population Distribution:** 5% to 10%.

- **Team Leader Level – S5**

- **Skill Level:** Advanced specialized knowledge of systems or tools and/or processes. Plus proven leadership capabilities. Recognized internally as being in a leadership role.
- **Assignments:** Primarily dedicated to the leadership of work teams. Continues to perform as an individual contributor completing advanced and complicated tasks requiring considerable judgment, independent analysis and decision making and detailed knowledge of the position and procedures. As Team Leader provides day-to-day tactical direction and guidance to lower level employees. Responsible for daily workloads. Does not have formal supervisor/management duties such as hiring, performance evaluation, or disciplinary responsibilities.
- **Experience:** Requires nine or more years of directly related experience, with the typical incumbent possessing twelve years or more of experience.
- **Education:** High School diploma or GED required. Also requires some higher education or specialized training or certification; including coursework in Leadership.
- **Supervision:** Highly independent. Provides working leadership to one or more teams, but is not a Supervisor.
- **Population Distribution:** Up to 5%. Small and exclusive population.

Professional Structure – Roles found in this structure are those which are highly skilled professionals of a technical, professional-administrative or sales-nature. Typically require a college degree or equivalent.

• **Entry Level – P1**

- **Skill Level:** Still acquiring knowledge and skills through Formal/Informal Training Program.
- **Assignments:** Entry-level professional activities. Routine or repetitive tasks with specific instructions and set procedures.
- **Experience:** No experience required, with the typical incumbent possessing one to three years of related experience.
- **Education:** Typically requires Bachelor degree.
- **Supervision:** Close supervision required.
- **Population Distribution:** 5% to 10%.

• **Intermediate Level – P2**

- **Skill Level:** Fully trained, still developing knowledge and skills for professional level activities.
- **Assignments:** Semi-routine tasks of moderate complexity requiring discretion and the use of judgment and initiative.
- **Experience:** Requires one or more years of directly related experience, with the typical incumbent possessing three to four years of experience.
- **Education:** Typically requires Bachelor degree.
- **Supervision:** Limited supervision required.
- **Population Distribution:** 15% to 25%

• **Career Level – P3**

- **Skill Level:** Fully qualified for professional level activities. Has developed proficiency in knowledge and skills.
- **Assignments:** Wide variety of complex tasks requiring discretion and the use of judgment and initiative. Participates in the analysis, design, development and implementation of policies, plans, programs, objectives, or technical systems.
- **Experience:** Requires three to four years of directly related experience, with the typical incumbent possessing six to eight years of experience.
- **Education:** Typically requires Bachelor degree. Post-graduate work may be required.
- **Supervision:** General supervision required. May provide working leadership or guidance to lower-level employees.
- **Population Distribution:** 40% to 60%, bulk of job family population.

• **Specialist Level – P4**

- **Skill Level:** Recognized internally as a specialist/resource/subject matter expert.
- **Assignments:** Highly complex and specialized tasks. Responsible for the analysis, design and development of policies, plans, programs, objectives, or technical systems.
- **Experience:** Requires six or more years of directly related experience, with the typical incumbent possessing nine to fifteen years of experience. Additional specialized knowledge in breadth and/or depth. All incumbents in this job family do not progress to this level. It is used on a business need basis.
- **Education:** Typically requires Bachelor Degree. Post-graduate degree and/or certification may be required.
- **Supervision:** Minimal supervision required. Typically provides working leadership or guidance to lower-level employees.
- **Population Distribution:** 15% to 25%.

Management Structure – the Management Structure applies to roles dedicated toward the supervision and management of other employees.

• **Supervisor – M0**

- **Assignments:** Tactical in nature. Directly supervises daily work of individual contributors – Low-level Professional and/or Production, Administration, Support, and Technical Support employees. May continue to perform as an individual contributor. Responsible for human resource actions such as hiring, termination, and discipline. Writes performance reviews and makes salary decisions. NOT responsible for budgetary development and strategic vision for the area managed. Implements policy, but may not have a role in developing policy.
- **Experience:** Requires three or more years of directly related experience as an individual contributor with the typical incumbent possessing six to eight years of experience.
- **Education:** Typically requires the same level of education as the employees being supervised.
- **Possible Titles:** Supervisor or Assistant Manager
- **Supervision:** Typically reports to a first level tactical Manager.

• **Manager 1 – M1**

- **Assignments:** Tactical in nature. Directly supervises daily work of individual contributors - Professional, Administration, Support and/or Technical Support OR manages through supervisor(s). Responsible for human resource actions such as hiring, termination, and discipline. Writes performance reviews and makes salary decisions. Responsible for budgetary development and monitoring for the area managed. Has a role based on influencing, interpreting, and implementing policy and practice within their organization. Responsible for developing the budget and managing within that budget.
- **Experience:** Requires five or more years of previous related experience as an individual contributor and/or supervisor, with the typical incumbent possessing ten or more years of experience.
- **Education:** Bachelor degree preferred.
- **Possible Titles:** Manager or Department Manager
- **Supervision:** Typically reports to a Strategic Manager.

• **Manager 2 – M2**

- **Assignments:** Strategic in nature and may be the functional leader. This level of management takes a leading, deciding, driving and integrating approach to managing the organization. Plans programs to achieve high-level business objectives established by top-level management. Achieves expense objectives within assigned area. Assists in the recruiting, training and development of employees. May also have management responsibilities in secondary or related operations.
- **Experience:** Requires eight to ten years of previous related experience as a first level manager and individual contributor, with the typical incumbent possessing twelve to fifteen years of experience.
- **Education:** Bachelor degree. May require post-graduate degree.
- **Possible Titles:** Senior Manager, Area Manager, Manager II, or Regional Manager
- **Supervision:** Typically supervises one or more Tactical Managers in assigned functional area of responsibility. Reports to a higher level Strategic Manager, typically a functional leader.

• **Manager 3 – M3**

- **Assignments:** Strategic in nature, and is typically the functional leader (impacts/executes functional strategy). This level of management leads, decides, drives and integrates the management of the organization. Responsible for programs to achieve high-level business objectives established by top-level management. Achieves expense objectives within assigned area. Assists in the recruiting, training and development of employees.
- **Experience:** May require fifteen or more years of previous related experience as a lower level manager and individual contributor, with the typical incumbent possessing fifteen to twenty years of experience.
- **Education:** Master degree preferred.
- **Possible Titles:** Director or Assistant Vice President
- **Supervision:** Typically directly manages multiple second level strategic managers in the functional area of responsibility. Typically reports into the top functional executive.

- **Manager 4 – X1 (Executive Level 1)**

- **Assignments:** Strategic in nature, and is considered the functional leader. Establishes both short and long term strategic plans for the business. Has primary responsibility for leading and developing a functional area for the entire organization. Has full accountability for programs within the functional area to achieve high-level business objectives. Has full accountability for the functional area to achieve expense objectives.
- **Experience:** Requires over fifteen years of previous related experience as a lower level manager and individual contributor, with the typical incumbent possessing more than twenty years of experience.
- **Education:** Master degree preferred.
- **Possible Titles:** Vice President, Senior Vice President, or Chief
- **Supervision:** This position is at the VP and/or executive level within the company. Reports directly into the CEO.

- **Manager 5 – X2 (Executive Level 2)**

- **Assignments:** Strategic in nature and is the top executive for the entire organization. Has full accountability for company-wide short and long term strategic plans. Has primary responsibility for leading the entire organization.
- **Experience:** Requires twenty or more years of previous related experience as a lower level executive and manager, with the typical incumbent possessing more than twenty five years of experience.
- **Education:** Master degree preferred.
- **Possible Titles:** Chief Executive Officer, President, Executive Director
- **Supervision:** This position is at the executive level within the company typically reporting into a Board of Directors.



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SURVEY JOBS INDEX

NEW or REVISED JOBS INDICATED IN BOLD RED ITALICS

<u>Job Code</u>	<u>Survey Job Title</u>	<u>Job Notes</u>
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C-SUITE (CHF)

GBM-X2-A	Chief Executive Officer-Aviation & Port (CEO)	
GBM-X2-B	Chief Executive Officer-Aviation Only (CEO)	
OPR-X1-A	Chief Operating Officer (COO)	
FIN-X1-A	Chief Financial Officer (CFO)	
RAU-X1-A	Chief Audit Officer	
ITM-X1-A	Chief Technology Officer (CTO)	
PCD-X1-A	Chief Engineering Officer	

ACCOUNTING/FINANCE/AUDIT/PROCUREMENT

FIN-M3-A	Director Finance and Administration	
FIN-M1-A	Manager Accounting	
FIN-M0-A	Supervisor Accounting	
FIN-M0-B	Supervisor Accounts Payable	
FIN-M0-C	Supervisor Accounts Receivable	
FIN-M2-D	Controller	
FIN-M2-E	Treasurer	
FIN-M1-F	Manager Grants	
FIN-P4-F	Grants Specialist	
FIN-P4-G	Budget Manager	
FIN-P3-H	Rates and Charges Specialist	
RAU-M1-A	Manager Audit	
RAU-P3-A	Internal Auditor	
RAU-P4-B	Risk Manager	
PUR-M3-A	Director of Procurement	
PUR-M1-A	Manager Procurement and Contracts	

INFORMATION TECHNOLOGIES

ITM-M3-A	Director Information Technology and Telecommunications	
ITM-M1-A	Manager Information Technology	

LEGAL/HUMAN RESOURCES

LEG-X1-A	General Counsel	
LEG-P4-A	Senior Staff Attorney	
LEG-P3-A	Staff Attorney	
HRM-M3-A	Director Human Resources and Administration	
HRM-M3-B	Director Human Resources	
HRM-M2-B	Manager Human Resources 2	
HRM-M1-B	Manager Human Resources 1	
HRM-P3-B	Human Resources Generalist	
HRM-P3-C	Equal Employment Opportunity Specialist (EEO)	
HRM-P4-D	Disadvantaged Business Enterprise Programs Manager (DBE)	

<u>Job Code</u>	<u>Survey Job Title</u>	<u>Job Notes</u>
<u>MAINTENANCE/GROUNDS</u>		
FMM-M3-A	Director Facilities Maintenance	
FMM-M1-A	Manager Facilities Maintenance	
FMM-M0-A	Supervisor Facilities Maintenance	
FMM-M1-B	Manager Airfield Maintenance	
FMM-M0-B	Supervisor Airfield Maintenance	
FMM-S5-B	Airfield Electrician Lead	
FMM-S4-B	Airfield Electrician	
FMM-S4-C	Electro/Mechanical Systems Technician	
HSE-M2-A	Manager Environmental Programs	
HSE-P4-A	Environmental Services Program Manager	
HSE-P3-A	Environmental Services Specialist	
HSE-P4-B	Noise Abatement Program Manager	
HSE-P3-B	Noise Abatement Analyst	
MAG-M1-A	Manager Wildlife Program	
MAG-S4-A	Wildlife Management Specialist	
MAG-M0-B	Supervisor Fleet Maintenance	
MAG-P4-C	Asset Manager	
<u>MARKETING/PUBLIC RELATIONS</u>		
MKG-X1-A	Vice President Business Development & Marketing	
MKG-M1-A	Manager Marketing	
MKG-P3-A	Marketing & Advertising Specialist	
COM-M3-B	Director Public or Government Affairs	
COM-M1-B	Manager Public or Government Affairs	
COM-P3-B	Public or Government Affairs Specialist	
COM-M1-C	Manager Airport Art Program	
COM-P1-C	Airport Art Program Coordinator	
COM-P3-D	Community Programs Manager	
CUS-M3-E	Director Customer Experience	
<i>CUS-P4-E</i>	<i>Terminal & Customer Relations Manager</i>	<i>Revised Description</i>
CUS-S2-E	Customer Service Representative/Receptionist	
<u>OPERATIONS</u>		
OPR-M3-A	Manager Airport	
OPR-M1-A	Manager Airport Operations	
OPR-M0-A	Airport Operations Duty Manager	
OPR-P2-A	Airport Operations Specialist	
OPR-S3-A	Airport Operations Duty Agent	
OPR-M3-B	Director Commercial Services	
OPR-M2-B	Manager General Aviation	
<i>OPR-S3-B</i>	<i>Aircraft Attendant Line Services</i>	<i>New Job</i>
OPR-M1-C	Manager Aviation Services	
OPR-M1-D	Manager Parking and Ground Transportation	
OPR-M1-E	Manager Ground Transportation	
OPR-M1-F	Manager Parking	
OPR-M1-G	Manager Communications Center	
OPR-M0-G	Supervisor Communications Center	
OPR-S4-G	Dispatcher - Emergency	
OPR-S2-G	Dispatcher/Receptionist - Non Emergency	
OPR-S5-H	Supervisor Pass and ID	



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<u>Job Code</u>	<u>Survey Job Title</u>	<u>Job Notes</u>
<u>OPERATIONS (Continued)</u>		
OPR-S2-H	Pass and ID Clerk	
OPR-S5-I	Supervisor Airport Traffic Enforcement	
OPR-S3-I	Transportation Coordinator	
OPR-S2-I	Airport Traffic Officer	
<i>OPR-P4-J</i>	<i>Airport Baggage Handling System Analyst</i>	<i>New Job</i>
<u>PLANNING/CONCESSIONS/DEVELOPMENT</u>		
PCD-M3-A	Director Business Development	
PCD-M2-B	Manager Air Service Development	
PCD-P3-B	Air Service Development Analyst	
PCD-M3-C	Director Airport Planning	
PCD-M1-C	Manager Airport/Airspace Planning	
PCD-P4-C	Airport Architect	
PCD-P3-C	Planner	
PJM-P4-A	Program Manager - Technical	
PJM-P3-A	Project Manager - Technical	
PJM-P4-B	Program Manager - Non-Technical	
PJM-P3-B	Project Manager - Non-Technical	
RES-M3-A	Director Real Estate	
RES-M1-A	Manager Real Estate/Concessions	
RES-P4-A	Property Administrator	
RES-P3-A	Properties Specialist 2	
RES-S3-A	Properties Specialist 1	
ENG-M1-A	Manager Airport Construction	
ENG-P4-A	Airport Engineer	
ENG-S4-A	Construction Project Coordinator	
<u>SECURITY/SAFETY</u>		
SEC-M3-A	Director Public Safety	
SEC-M1-A	Manager Airport Security	
SEC-P4-A	Emergency Preparedness Specialist	
SEC-S4-A	Security Operations Specialist 2	
SEC-S2-A	Security Operations Specialist 1	
SEC-M2-B	Public Safety Chief	
SEC-M1-B	Public Safety Captain	
SEC-S3-B	Public Safety Officer	
SEC-M2-C	Airport Police Chief	
SEC-M1-C	Airport Police Captain	
SEC-S5-C	Airport Police Sergeant	
SEC-S4-C	Airport Canine Handler	
SEC-S3-C	Airport Police Officer	
SSA-M2-A	Airport Fire Chief	
SSA-M1-A	Airport Fire Captain	
SSA-S5-A	Airport Fire Lieutenant	
SSA-S4-A	Airport Fire Fighter Paramedic	
SSA-S3-A	Airport Fire Fighter	
HSE-P4-C	Safety Program Manager	



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SURVEY JOB DESCRIPTIONS

NEW POSITIONS INDICATED IN BOLD RED ITALICS

C-SUITE

Job Code	Title	Typical Duties & Responsibilities	Job Level
<u>GBM-X2-A</u>	<u>Chief Executive Officer- Aviation & Port (CEO)</u>	Serves as the top Aviation and Port executive in the airport/port system directing the overall management, typically including its capital, real property, human resources and other assets. Develops and oversees implementation of the strategic vision, strategic objectives, initiatives and sets annual goals/objectives and tactical plans. Establishes standards for and directs subordinate executives and other key positions. Typically reports to a Board of Directors/Commissioners, or a top level elected or appointed public official. Match this job to incumbents who have BOTH AVIATION AND PORT responsibility. Typically a single incumbent position.	<ul style="list-style-type: none"> • Manager 5 (Executive Level 2) • Assignments: Strategic in nature and is the top executive for the entire organization. Has full accountability for company-wide short and long term strategic plans. Has primary responsibility for leading the entire organization. • Experience: Requires twenty or more years of previous related experience as a lower level executive and manager, with the typical incumbent possessing more than twenty five years of experience. • Education: Master degree preferred. • Possible Titles: Chief Executive Officer, President, Executive Director • Supervision: This position is at the executive level within the company typically reporting into a Board of Directors.
<u>GBM-X2-B</u>	<u>Chief Executive Officer- Aviation Only (CEO)</u>	<p>Serves as the top aviation/airport executive in the airport/airport system directing the overall management, typically including its capital, real property, human resources and other assets. Develops and oversees implementation of the strategic vision, strategic objectives, initiatives and sets annual goals/objectives and tactical plans. Establishes standards for and directs subordinate executives and other key positions. Typically reports to a Board of Directors/Commissioners or a top level elected or appointed public official. Match this job to incumbents who have ONLY AVIATION responsibility. Typically a single incumbent position.</p> <p>Alternate Titles: Director of Aviation; President; Executive Director, Airports; Airport Director; Managing Director, Aviation Division; Aviation General Manager</p>	<ul style="list-style-type: none"> • Manager 5 (Executive Level 2) • Assignments: Strategic in nature and is the top executive for the entire organization. Has full accountability for company-wide short and long term strategic plans. Has primary responsibility for leading the entire organization. • Experience: Requires twenty or more years of previous related experience as a lower level executive and manager, with the typical incumbent possessing more than twenty five years of experience. • Education: Master degree preferred. • Possible Titles: Chief Executive Officer, President, Executive Director • Supervision: This position is at the executive level within the company typically reporting into a Board of Directors.

Job Code	Title	Typical Duties & Responsibilities	Job Level
<u>OPR-X1-A</u>	<u>Chief Operating Officer (COO)</u>	<p>Directs the operational objectives of the airport/airport system ensuring operational and administrative controls, policies and procedures to ensure operational effectiveness and administrative efficiency of the organization in accomplishment of its strategic and tactical objectives, key initiatives, goals/objectives and plans. Typically reports to CEO (survey job no. GBM-X2-B). This is a second-in-command single incumbent position. Do not match this survey job with multiple executive level positions having specific functional focus, such as Executive Director for Public Safety or Executive Director for Finance.</p> <p>Alternate Titles: Executive Vice President; Deputy Executive Director; Aviation Deputy General Manager</p>	<ul style="list-style-type: none"> • Manager 4 (Executive Level 1) • Assignments: Strategic in nature, and is considered the functional leader. Establishes both short and long term strategic plans for the business. Has primary responsibility for leading and developing a functional area for the entire organization. Has full accountability for programs within the functional area to achieve high-level business objectives. Has full accountability for the functional area to achieve expense objectives. • Experience: Requires over fifteen years of previous related experience as a lower level manager and individual contributor, with the typical incumbent possessing more than twenty years of experience. • Education: Master degree preferred. • Possible Titles: Director, Vice President, Senior Vice President, or Chief • Supervision: This position is at the VP and/or executive level within the company. Reports directly into the CEO.
<u>FIN-X1-A</u>	<u>Chief Financial Officer (CFO)</u>	<p>Serves as the top financial executive of the airport/airport system. Directs the full range of financial functions and services of the organization, which must include (1) financial management analysis/strategy, (2) budgeting, (3) accounting (accounts payable, accounts receivable, general ledger and reporting) and (4) investments (cash management) and may include issuance of bonds and other equity investments. Typically reports to CEO, COO or equivalent. Do not match this survey job with your position unless it includes responsibility for all 4 of these functions for the entire airport system, or an entire airport that is not part of an airport system. Instead, consider survey job Director Finance and Administration (survey job no. FIN-M3-A) or Manager Accounting (survey job no. FIN-M1-A). Typically a single incumbent position.</p> <p>Alternate Title: Vice President Finance and Administration</p>	<ul style="list-style-type: none"> • Manager 4 (Executive Level 1) • Assignments: Strategic in nature, and is considered the functional leader. Establishes both short and long term strategic plans for the business. Has primary responsibility for leading and developing a functional area for the entire organization. Has full accountability for programs within the functional area to achieve high-level business objectives. Has full accountability for the functional area to achieve expense objectives. • Experience: Requires over fifteen years of previous related experience as a lower level manager and individual contributor, with the typical incumbent possessing more than twenty years of experience. • Education: Master degree preferred. • Possible Titles: Director, Vice President, Senior Vice President, or Chief • Supervision: This position is at the VP and/or executive level within the company. Reports directly into the CEO.



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Job Code	Title	Typical Duties & Responsibilities	Job Level
<u>RAU-X1-A</u>	<u>Chief Audit Officer</u>	<p>Serves as the top auditor for the airport/airport system. Directs the full range of auditing services (financial, compliance and operational/performance audits) for organization. Provides leadership to staff and monitors external auditors to ensure compliance. Develops, implements and administers the overall audit program. Provides the Board, top management, and stake holders reviews of financial and management systems and operations by measuring and evaluating effectiveness of controls, accuracy, security, efficiency and quality of services. May or may not have direct reports. Typically reports to senior management or executive leadership. Typically a single incumbent position.</p> <p>Alternate Titles: VP Audit, Director of Audit</p>	<ul style="list-style-type: none"> • Manager 4 (Executive Level 1) • Assignments: Strategic in nature, and is considered the functional leader. Establishes both short and long term strategic plans for the business. Has primary responsibility for leading and developing a functional area for the entire organization. Has full accountability for programs within the functional area to achieve high-level business objectives. Has full accountability for the functional area to achieve expense objectives. • Experience: Requires over fifteen years of previous related experience as a lower level manager and individual contributor, with the typical incumbent possessing more than twenty years of experience. • Education: Master degree preferred. • Possible Titles: Director, Vice President, Senior Vice President, or Chief • Supervision: This position is at the VP and/or executive level within the company. Reports directly into the CEO.
<u>ITM-X1-A</u>	<u>Chief Technology Officer (CTO)</u>	<p>Serves as the top information technology (IT) executive for the airport/airport system. Directs the full range of IT functions and services of the organization, which must include (1) IT policies, standards and procedures (2) IT infrastructure and network services, (3) personal computers and help desk services and (4) information systems security, and may include telecommunications, radio systems, business process reengineering, enterprise resource planning, etc. Typically reports to CEO, COO or equivalent. Do not match this survey job with your position unless it includes responsibility all four of these functions for the entire airport system, or an entire airport that is not part of an airport system. Typically a single incumbent position.</p> <p>Alternate Titles: Chief Information Officer (CIO); Vice President for Information Systems; Vice President Infrastructure & Technology</p>	<ul style="list-style-type: none"> • Manager 4 (Executive Level 1) • Assignments: Strategic in nature, and is considered the functional leader. Establishes both short and long term strategic plans for the business. Has primary responsibility for leading and developing a functional area for the entire organization. Has full accountability for programs within the functional area to achieve high-level business objectives. Has full accountability for the functional area to achieve expense objectives. • Experience: Requires over fifteen years of previous related experience as a lower level manager and individual contributor, with the typical incumbent possessing more than twenty years of experience. • Education: Master degree preferred. • Possible Titles: Director, Vice President, Senior Vice President, or Chief • Supervision: This position is at the VP and/or executive level within the company. Reports directly into the CEO.

Job Code	Title	Typical Duties & Responsibilities	Job Level
<u>PCD-X1-A</u>	<u>Chief Engineering Officer</u>	<p>Serves as the top engineering executive of the airport/airport system. Directs the full range of engineering and architecture functions and services of the organization, which must include control of facility and infrastructure (1) planning, (2) design and (3) construction for capital improvements. Typically includes repair and rehabilitation projects and airport master planning and may include many other functions, such as airspace planning, maintenance engineering and environmental engineering. Typically reports to the CEO, COO or the equivalent. Do not match this survey job with your position unless it includes responsibility for all three of these functions for the entire airport system, or an entire airport that is not part of an airport system. Typically a single incumbent position.</p> <p>Alternate Titles: Vice President Engineering</p>	<ul style="list-style-type: none"> • Manager 4 (Executive Level 1) • Assignments: Strategic in nature, and is considered the functional leader. Establishes both short and long term strategic plans for the business. Has primary responsibility for leading and developing a functional area for the entire organization. Has full accountability for programs within the functional area to achieve high-level business objectives. Has full accountability for the functional area to achieve expense objectives. • Experience: Requires over fifteen years of previous related experience as a lower level manager and individual contributor, with the typical incumbent possessing more than twenty years of experience. • Education: Master degree preferred. • Possible Titles: Director, Vice President, Senior Vice President, or Chief • Supervision: This position is at the VP and/or executive level within the company. Reports directly into the CEO.

ACCOUNTING/FINANCE/AUDIT/PROCUREMENT

<u>FIN-M3-A</u>	<u>Director Finance and Administration</u>	<p>Directs and manages a combination of (1) the core financial functions of the airport/airport system, including accounting (accounts payable, accounts receivable, reporting and controls) and budgeting in compliance with Generally Accepted Accounting Principles (GAAP), provides oversight in regards to budget planning, forecasting and analysis, and (2) a number of administrative functions, such as procurement/contracting, human resources, payroll, risk management, safety, management analysis, fixed asset accounting, property management and mailroom services. May serve as primary liaison with independent auditors. Typically reports to executive leadership. Typically a single incumbent position.</p>	<ul style="list-style-type: none"> • Manager 3 • Assignments: Strategic in nature, and is typically the functional leader (impacts/executes functional strategy). This level of management leads, decides, drives and integrates the management of the organization. Responsible for programs to achieve high-level business objectives established by top-level management. Achieves expense objectives within assigned area. Assists in the recruiting, training and development of employees. • Experience: May require fifteen or more years of previous related experience as a lower level manager and individual contributor, with the typical incumbent possessing fifteen to twenty years of experience. • Education: Master degree preferred. • Possible Titles: National Manager, Director, or Vice President • Supervision: Typically directly manages multiple second level strategic managers in the functional area of responsibility. Typically reports into the top functional executive.
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Job Code	Title	Typical Duties & Responsibilities	Job Level
FIN-M1-A	<u>Manager Accounting</u>	<p>Manages accounting functions, such as revenue billing and collection (accounts receivable), disbursements (accounts payable), internal/external financial reporting (including general ledger reporting) and accounting controls in compliance with regulatory standards and requirements and consistent with Generally Accepted Accounting Principles (GAAP) and budgeting principles of the airport/airport system. Typically develops and executes accounting and budgeting policies and procedures to meet organizational objectives and regulatory requirements. May develop internal/external financial statements. May serve as primary liaison with independent auditors. May manage or oversee a number of other functions, such as payroll and contracting. Typically reports to senior management. Match this survey job with your position if it manages a full range of accounting and budgeting functions, but does not fully meet the definition of Controller (survey job no. FIN-M2-B.). Typically a single incumbent position.</p> <p>Alternate Title: Manager Finance</p>	<ul style="list-style-type: none"> • Manager 1 • Assignments: Tactical in nature. Directly supervises daily work of individual contributors - Professional, Administration, Support and/or Technical Support OR manages through supervisor(s). Responsible for human resource actions such as hiring, termination, and discipline. Writes performance reviews and makes salary decisions. Responsible for budgetary development and monitoring for the area managed. Has a role based on influencing, interpreting, and implementing policy and practice within their organization. Responsible for developing the budget and managing within that budget. • Experience: Requires five or more years of previous related experience as an individual contributor and/or supervisor, with the typical incumbent possessing ten or more years of experience. • Education: Bachelor degree preferred. • Possible Titles: Manager or Department Manager
FIN-M0-A	<u>Supervisor Accounting</u>	<p>Supervises (1) disbursements (accounts payable), (2) revenue billings and collections (accounts receivable), (3) another identifiable accounting function or (4) a combination of accounting functions for the airport/airport system, such as maintenance of accounts, accumulation of cost or comparable data, preparation of standard reports and statements, and similar work. Do not match your position to this survey job if it is not a full supervisor responsible for planning, assigning, reviewing work and managing performance of at least one fulltime equivalent subordinate. Typically reports to Manager Accounting (survey job no. FIN-M1-A). Match your position to this survey job when it supervises (a) a combination of accounting functions (such as accounts payable and accounts receivable) or (b) function(s) not covered by Supervisor Accounts Payable (survey job no. FIN-M0-D) or Supervisor Accounts Receivable (survey job no. FIN-M0-E).</p>	<ul style="list-style-type: none"> • Supervisor • Assignments: Tactical in nature. Directly supervises daily work of individual contributors – Low-level Professional and/or Production, Administration, Support, and Technical Support employees. May continue to perform as an individual contributor. Responsible for human resource actions such as hiring, termination, and discipline. Writes performance reviews and makes salary decisions. NOT responsible for budgetary development and strategic vision for the area managed. Implements policy, but may not have a role in developing policy. • Experience: Requires three or more years of directly related experience as an individual contributor with the typical incumbent possessing six to eight years of experience. • Education: Typically requires the same level of education as the employees being supervised. • Possible Titles: Supervisor or Assistant Manager • Supervision: Typically reports to a first level tactical Manager.

Job Code	Title	Typical Duties & Responsibilities	Job Level
<u>FIN-M0-B</u>	<u>Supervisor Accounts Payable</u>	<p>Supervises disbursements (accounts payable) for the airport/airport system, including the processing of invoices for payment, preparation of standard reports and statements, and similar work. Reviews account reconciliations, journal entries and accruals. Ensures that payment documentation and processes meet internal and external (audit and bond indenture) requirements. Typically reports to Manager Accounting (survey job no. FIN-M1-A). Do not match your position to this survey job if it is not a full supervisor responsible for planning, assigning, reviewing work and managing performance of at least one fulltime equivalent subordinate. Typically a single incumbent position.</p> <p>Alternate Titles: Disbursements Supervisor</p>	<ul style="list-style-type: none"> • Supervisor • Assignments: Tactical in nature. Directly supervises daily work of individual contributors – Low-level Professional and/or Production, Administration, Support, and Technical Support employees. May continue to perform as an individual contributor. Responsible for human resource actions such as hiring, termination, and discipline. Writes performance reviews and makes salary decisions. NOT responsible for budgetary development and strategic vision for the area managed. Implements policy, but may not have a role in developing policy. • Experience: Requires three or more years of directly related experience as an individual contributor with the typical incumbent possessing six to eight years of experience. • Education: Typically requires the same level of education as the employees being supervised. • Possible Titles: Supervisor or Assistant Manager • Supervision: Typically reports to a first level tactical Manager.
<u>FIN-M0-C</u>	<u>Supervisor Accounts Receivable</u>	<p>Supervises revenue billings and collections (accounts receivable) for the airport/airport system, including tracking of revenue and collection data, preparation of invoices, debt collection, preparation of standard reports and statements. Reviews account reconciliations and accruals and ensures that accounts receivable documentation and processes meet internal and external (audit and bond indenture) requirements. Typically reports to Manager Accounting (survey job no. FIN-M1-A). Do not match your position to this survey job if it is not a full supervisor responsible for planning, assigning, reviewing work and managing performance of at least one fulltime equivalent subordinate. Typically a single incumbent position.</p>	<ul style="list-style-type: none"> • Supervisor • Assignments: Tactical in nature. Directly supervises daily work of individual contributors – Low-level Professional and/or Production, Administration, Support, and Technical Support employees. May continue to perform as an individual contributor. Responsible for human resource actions such as hiring, termination, and discipline. Writes performance reviews and makes salary decisions. NOT responsible for budgetary development and strategic vision for the area managed. Implements policy, but may not have a role in developing policy. • Experience: Requires three or more years of directly related experience as an individual contributor with the typical incumbent possessing six to eight years of experience. • Education: Typically requires the same level of education as the employees being supervised. • Possible Titles: Supervisor or Assistant Manager • Supervision: Typically reports to a first level tactical Manager.

Job Code	Title	Typical Duties & Responsibilities	Job Level
<u>FIN-M2-D</u>	<u>Controller</u>	<p>Manages the full range of accounting functions of the airport/airport system, including (1) revenue billing and collection (accounts receivable), (2) disbursements (accounts payable), (3) internal/external financial reporting (including general ledger reporting) and (4) accounting controls in compliance with regulatory standards and requirements and consistent with Generally Accepted Accounting Principles (GAAP). (Do not match your position to this survey job if it is not responsible for all four of these functions.) Serves as a key member of the senior leadership team in development and execution of accounting policies and procedures to meet organizational objectives and regulatory requirements. Develops internal/external financial statements, including Comprehensive Annual Financial Report (CAFR). Serves as primary liaison with independent auditors. May manage other financial functions, such as payroll or budget. Typically reports to CFO (survey job no. FIN-X1-A) or other executive leadership. Typically a single incumbent position.</p> <p>Alternate Titles: Comptroller</p>	<ul style="list-style-type: none"> • Manager 2 • Assignments: Strategic in nature and may be the functional leader. This level of management takes a leading, deciding, driving and integrating approach to managing the organization. Plans programs to achieve high-level business objectives established by top-level management. Achieves expense objectives within assigned area. Assists in the recruiting, training and development of employees. May also have management responsibilities in secondary or related operations. • Experience: Requires eight to ten years of previous related experience as a first level manager and individual contributor, with the typical incumbent possessing twelve to fifteen years of experience. • Education: Bachelor degree. May require post-graduate degree. • Possible Titles: Senior Manager, Area Manager, Manager II, or Regional Manager • Supervision: Typically supervises one or more Tactical Managers in assigned functional area of responsibility. Reports to a higher level Strategic Manager, typically a functional leader.
<u>FIN-M2-E</u>	<u>Treasurer</u>	<p>Manages the treasury functions (banking, credit, investments, commercial banking relationships, etc.) of the airport/airport system, serving in the development and execution of treasury objectives, policies and procedures to meet organizational objectives and regulatory requirements. Invests bond and operating funds in appropriate balance of safety, liquidity and yield consistent with investment policy to ensure appropriate cash flow for operating needs and capital improvements. Evaluates cash and securities market information, such as yield, risk, security characteristics and economic conditions/trends, to identify best alternatives for individual and overall investments in the short- and long-terms, coordinating with investment consultants and tracking cash flow needs of organization. Typically reports to CFO (survey job no. FIN-X1-A) or other executive leadership. Typically a single incumbent position.</p> <p>Alternate Titles: Cash Manager; Cash and Investments Program Manager</p>	<ul style="list-style-type: none"> • Manager 2 • Assignments: Strategic in nature and may be the functional leader. This level of management takes a leading, deciding, driving and integrating approach to managing the organization. Plans programs to achieve high-level business objectives established by top-level management. Achieves expense objectives within assigned area. Assists in the recruiting, training and development of employees. May also have management responsibilities in secondary or related operations. • Experience: Requires eight to ten years of previous related experience as a first level manager and individual contributor, with the typical incumbent possessing twelve to fifteen years of experience. • Education: Bachelor degree. May require post-graduate degree. • Possible Titles: Senior Manager, Area Manager, Manager II, or Regional Manager • Supervision: Typically supervises one or more Tactical Managers in assigned functional area of responsibility. Reports to a higher level Strategic Manager, typically a functional leader.

Job Code	Title	Typical Duties & Responsibilities	Job Level
<u>FIN-M1-F</u>	<u>Manager Grants</u>	<p>Manages the grants functions of the airport/airport system in their entirety. Develops program goals and objectives. Responsible for ensuring adherence to funder's requirements, and for reviewing grant terms and financial components of grant proposals. May supervise others. Typically reports to middle or senior management. Typically a single incumbent position.</p> <p>Alternate Titles: Grants Development Officer</p>	<ul style="list-style-type: none"> • Manager 1 • Assignments: Tactical in nature. Directly supervises daily work of individual contributors - Professional, Administration, Support and/or Technical Support OR manages through supervisor(s). Responsible for human resource actions such as hiring, termination, and discipline. Writes performance reviews and makes salary decisions. Responsible for budgetary development and monitoring for the area managed. Has a role based on influencing, interpreting, and implementing policy and practice within their organization. Responsible for developing the budget and managing within that budget. • Experience: Requires five or more years of previous related experience as an individual contributor and/or supervisor, with the typical incumbent possessing ten or more years of experience. • Education: Bachelor degree preferred. • Possible Titles: Manager or Department Manager • Supervision: Typically reports to a Strategic Manager.
<u>FIN-P4-F</u>	<u>Grants Specialist</u>	<p>Prepares proposals and grant applications by researching, identifying and responding to grant opportunities pertinent to the airport/airport system. Serves as internal liaison soliciting invitations to submit proposals and gather information for reporting and compliance purposes. May help identify new funding opportunities for new program areas to match organizational needs and interests. Typically reports to Manager Grants (survey job no. FIN-M1-F) or middle or senior management.</p> <p>Alternate Titles: Grants Assistant; Grants Analyst</p>	<ul style="list-style-type: none"> • Specialist Level • Skill Level: Recognized internally as a specialist/resource/subject matter expert. • Assignments: Highly complex and specialized tasks. Responsible for the analysis, design and development of policies, plans, programs, objectives, or technical systems. • Experience: Requires six or more years of directly related experience, with the typical incumbent possessing nine to fifteen years of experience. Additional specialized knowledge in breadth and/or depth. All incumbents in this job family do not progress to this level. It is used on a business need basis. • Education: Typically requires Bachelor Degree. Post-graduate degree and/or certification may be required. • Supervision: Minimal supervision required. Typically provides working leadership or guidance to lower-level employees. • Population Distribution: 15% to 25%.

Job Code	Title	Typical Duties & Responsibilities	Job Level
<u>FIN-P4-G</u>	<u>Budget Manager</u>	<p>Manages the annual budgets for both operations and maintenance (O&M) and capital improvements of the airport/airport system. Plans, formulates, presents, justifies and manages execution of the budgets. Forecasts revenues and expenses. Typically reports to Director Finance and Administration (survey job no. FIN-M3-A). Typically a single incumbent position.</p> <p>Alternate Titles: Budget Officer</p>	<ul style="list-style-type: none"> • Specialist Level • Skill Level: Recognized internally as a specialist/resource/subject matter expert. • Assignments: Highly complex and specialized tasks. Responsible for the analysis, design and development of policies, plans, programs, objectives, or technical systems. • Experience: Requires six or more years of directly related experience, with the typical incumbent possessing nine to fifteen years of experience. Additional specialized knowledge in breadth and/or depth. All incumbents in this job family do not progress to this level. It is used on a business need basis. • Education: Typically requires Bachelor Degree. Post-graduate degree and/or certification may be required. • Supervision: Minimal supervision required. Typically provides working leadership or guidance to lower-level employees. • Population Distribution: 15% to 25%.
<u>FIN-P3-H</u>	<u>Rates and Charges Specialist</u>	<p>Computes rates and charges (i.e. landing fees, passenger fees, apron fees, terminal space rentals, etc.) and performs related financial analyses for short and long-term financial forecasts to ensure rates and charges are competitive and achieve revenues and expense objectives. May develop recommendations for economic assumptions, such as estimated revenue from increased parking fees/spaces and conversion of space for different uses. Typically reports to middle management or senior management.</p> <p>Alternate Titles: Business Analyst, Financial Analyst</p>	<ul style="list-style-type: none"> • Career Level • Skill Level: Fully Qualified for professional level activities. Has developed proficiency in knowledge and skills. • Assignments: Wide variety of complex tasks requiring discretion and the use of judgment and initiative. Participates in the analysis, design, development and implementation of policies, plans, programs, objectives, or technical systems. • Experience: Requires three to four years of directly related experience, with the typical incumbent possessing six to eight years of experience. • Education: Typically requires Bachelor degree. Post-graduate work may be required. • Supervision: General supervision required. May provide working leadership or guidance to lower-level employees. • Population Distribution: 40% to 60%, bulk of job family population.

Job Code	Title	Typical Duties & Responsibilities	Job Level
<u>RAU-M1-A</u>	<u>Manager Audit</u>	<p>Manages one or more auditing services (financial, compliance and operational/performance audits) for organization. Provides leadership to staff and monitors internal and/or external auditors to ensure compliance in accordance with accepted financial and/or governmental accounting and management practices. Typically reports to Chief Audit Officer (survey job no. RAU-X1-A) or other senior management.</p>	<ul style="list-style-type: none"> • Manager 1 • Assignments: Tactical in nature. Directly supervises daily work of individual contributors - Professional, Administration, Support and/or Technical Support OR manages through supervisor(s). Responsible for human resource actions such as hiring, termination, and discipline. Writes performance reviews and makes salary decisions. Responsible for budgetary development and monitoring for the area managed. Has a role based on influencing, interpreting, and implementing policy and practice within their organization. Responsible for developing the budget and managing within that budget. • Experience: Requires five or more years of previous related experience as an individual contributor and/or supervisor, with the typical incumbent possessing ten or more years of experience. • Education: Bachelor degree preferred. • Possible Titles: Manager or Department Manager
<u>RAU-P3-A</u>	<u>Internal Auditor</u>	<p>Responsible for examining and evaluating airport/airport system, tenant and contracted service providers' activities for compliance in accordance with accepted financial compliance and operational/performance practices. Provides expertise and guidance on sound internal controls, public assets accountability, prescribed accounting and financial reporting standards, and legal compliance. May perform a variety of internal controls, compliance and performance audits. Typically reports to Manager Audit (survey job no. RAU-M1-A).</p> <p>Alternate Titles: Auditor</p>	<ul style="list-style-type: none"> • Career Level • Skill Level: Fully Qualified for professional level activities. Has developed proficiency in knowledge and skills. • Assignments: Wide variety of complex tasks requiring discretion and the use of judgment and initiative. Participates in the analysis, design, development and implementation of policies, plans, programs, objectives, or technical systems. • Experience: Requires three to four years of directly related experience, with the typical incumbent possessing six to eight years of experience. • Education: Typically requires Bachelor degree. Post-graduate work may be required. • Supervision: General supervision required. May provide working leadership or guidance to lower-level employees. • Population Distribution: 40% to 60%, bulk of job family population.

Job Code	Title	Typical Duties & Responsibilities	Job Level
<u>RAU-P4-B</u>	<u>Risk Manager</u>	<p>Manages risk and insurance programs of the airport/airport system to assess, mitigate, and control exposure to accidental losses. Serves as a key member of the management team in development and execution of its risk management strategic objectives, key initiatives and tactical plans. Responsible for administering financing through a variety of insurance options or other financing alternatives. May manage regulatory compliance portfolios; e.g., occupational safety and health program, claims and other activities. Typically reports to senior management or executive leadership. Typically a single incumbent position.</p>	<ul style="list-style-type: none"> • Specialist Level • Skill Level: Recognized internally as a specialist/resource/subject matter expert. • Assignments: Highly complex and specialized tasks. Responsible for the analysis, design and development of policies, plans, programs, objectives, or technical systems. • Experience: Requires six or more years of directly related experience, with the typical incumbent possessing nine to fifteen years of experience. Additional specialized knowledge in breadth and/or depth. All incumbents in this job family do not progress to this level. It is used on a business need basis. • Education: Typically requires Bachelor Degree. Post-graduate degree and/or certification may be required. • Supervision: Minimal supervision required. Typically provides working leadership or guidance to lower-level employees. • Population Distribution: 15% to 25%.
<u>PUR-M3-A</u>	<u>Director of Procurement</u>	<p>Directs the procurement and contracting functions of the airport/airport system. Responsible for developing procurement strategic objectives, mission, business strategies and company policy, cost-reduction initiatives, inventory management, and material budgets. Develops and oversees execution of procurement/contracting policies and procedures ensuring compliance with applicable acquisition regulations in procurement lifecycle for the full range of airport/airport system needs. Typically reports to CFO (survey job no. FIN-X1-A). Typically a single incumbent position.</p> <p>Alternate Title: Vice President Procurement</p>	<ul style="list-style-type: none"> • Manager 3 • Assignments: Strategic in nature, and is typically the functional leader (impacts/executes functional strategy). This level of management leads, decides, drives and integrates the management of the organization. Responsible for programs to achieve high-level business objectives established by top-level management. Achieves expense objectives within assigned area. Assists in the recruiting, training and development of employees. • Experience: May require fifteen or more years of previous related experience as a lower level manager and individual contributor, with the typical incumbent possessing fifteen to twenty years of experience. • Education: Master degree preferred. • Possible Titles: National Manager, Director, or Vice President • Supervision: Typically directly manages multiple second level strategic managers in the functional area of responsibility. Typically reports into the top functional executive.

Job Code	Title	Typical Duties & Responsibilities	Job Level
PUR-M1-A	<u>Manager Procurement and Contracts</u>	<p>Manages the procurement and contracting functions of the airport/airport system, serving as a key member of the management team in development and execution of the procurement strategic objectives, key initiatives and tactical plans. Develops and oversees execution of procurement/contracting policies and procedures and ensures compliance with applicable acquisition regulations in procurement lifecycle (planning, soliciting, negotiating, awarding, administering and closing-out contracts, as well as handling disputes and claims) for the full range of airport/airport system procurement needs (goods, services, construction, etc.). Oversees short- and long-range procurement planning and market research. Typically leads in disadvantaged contracting and other special emphasis programs. Typically reports to senior management or executive leadership. Typically a single incumbent position.</p> <p>Alternate Titles: Procurement Officer; Manager Purchasing; Manager Staff Services</p>	<ul style="list-style-type: none"> • Manager 1 • Assignments: Tactical in nature. Directly supervises daily work of individual contributors - Professional, Administration, Support and/or Technical Support OR manages through supervisor(s). Responsible for human resource actions such as hiring, termination, and discipline. Writes performance reviews and makes salary decisions. Responsible for budgetary development and monitoring for the area managed. Has a role based on influencing, interpreting, and implementing policy and practice within their organization. Responsible for developing the budget and managing within that budget. • Experience: Requires five or more years of previous related experience as an individual contributor and/or supervisor, with the typical incumbent possessing ten or more years of experience. • Education: Bachelor degree preferred. • Possible Titles: Manager or Department Manager • Supervision: Typically reports to a Strategic Manager.

INFORMATION TECHNOLOGIES

ITM-M3-A	<u>Director Information Technology and Telecommunications</u>	<p>Directs and oversees the information technology systems development, network administration and telecommunications of the airport/airport system. Responsible for the development, coordination, and maintenance of information technology systems strategic and operational plans in support of the overall operations-focused mission and business strategy. Directs the vision for meeting current and future information and technology needs. Ensures alignment and integration of information technology with the overall airport/airport system's business strategy. Develops and maintains the enterprise systems architecture, defining standards and protocols for data exchange, communications, software, and interconnection of airport/airport system information technology systems. Typically reports to the Chief Technology Officer (survey job no. ITM-X1-A).</p> <p>Alternate Titles: Information Technology (IT) Director</p>	<ul style="list-style-type: none"> • Manager 3 • Assignments: Strategic in nature, and is typically the functional leader (impacts/executes functional strategy). This level of management leads, decides, drives and integrates the management of the organization. Responsible for programs to achieve high-level business objectives established by top-level management. Achieves expense objectives within assigned area. Assists in the recruiting, training and development of employees. • Experience: May require fifteen or more years of previous related experience as a lower level manager and individual contributor, with the typical incumbent possessing fifteen to twenty years of experience. • Education: Master degree preferred. • Possible Titles: National Manager, Director, or Vice President • Supervision: Typically directly manages multiple second level strategic managers in the functional area of responsibility. Typically reports into the top functional executive.
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Job Code	Title	Typical Duties & Responsibilities	Job Level
<u>ITM-M1-A</u>	<u>Manager Information Technology</u>	<p>Manages the airport/airports systems information technology/telecommunications operations to provide systems for planning, control, and operational purposes to the airport, airlines, tenants, traveling public, and government agencies. Responsible for the study, design, development, and installation of data processing systems. Administers a variety of licensing and registration activities to ensure current compliance with industry and federal rules and regulations for airports and tenants. Maintains and upgrades all telecommunications systems and technology for all airport properties. Conducts feasibility studies for systems improvement and prepares long-range systems projects/plans with priority recommendations. Typically reports to the Director Information Technology & Telecommunications (survey job no. ITM-M3-A).</p> <p>Alternate Titles: IT Manager</p>	<ul style="list-style-type: none"> • Manager 1 • Assignments: Tactical in nature. Directly supervises daily work of individual contributors - Professional, Administration, Support and/or Technical Support OR manages through supervisor(s). Responsible for human resource actions such as hiring, termination, and discipline. Writes performance reviews and makes salary decisions. Responsible for budgetary development and monitoring for the area managed. Has a role based on influencing, interpreting, and implementing policy and practice within their organization. Responsible for developing the budget and managing within that budget. • Experience: Requires five or more years of previous related experience as an individual contributor and/or supervisor, with the typical incumbent possessing ten or more years of experience. • Education: Bachelor degree preferred. • Possible Titles: Manager or Department Manager

LEGAL/HUMAN RESOURCES

<u>LEG-X1-A</u>	<u>General Counsel</u>	<p>Serves as the top legal executive of the airport/airport system. Directs the full range of legal functions and services of the organization, which must include (1) analysis of legal/regulatory requirements, (2) determination of legal interests and options and counsel to top leadership on legal matters, (3) protection from legal action, and (4) management of legal defense. Supervises legal staff (if any). Coordinates with and monitors work of outside counsel (if any). Typically reports to CEO, COO or equivalent. Do not match this survey job with your position unless it includes all four of these functions; instead, consider Senior Staff Attorney (survey job no. LEG-P4-A) or Staff Attorney (survey job no. LEG-P3-A). Typically a single incumbent position.</p> <p>Alternate Titles: Chief Legal Officer; VP Legal Affairs</p>	<ul style="list-style-type: none"> • Manager 4 (Executive Level 1) • Assignments: Strategic in nature, and is considered the functional leader. Establishes both short and long term strategic plans for the business. Has primary responsibility for leading and developing a functional area for the entire organization. Has full accountability for programs within the functional area to achieve high-level business objectives. Has full accountability for the functional area to achieve expense objectives. • Experience: Requires over fifteen years of previous related experience as a lower level manager and individual contributor, with the typical incumbent possessing more than twenty years of experience. • Education: Master degree preferred. • Possible Titles: Director, Vice President, Senior Vice President, or Chief • Supervision: This position is at the VP and/or executive level within the company. Reports directly into the CEO.
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Job Code	Title	Typical Duties & Responsibilities	Job Level
<u>LEG-P4-A</u>	<u>Senior Staff Attorney</u>	<p>Serves as a senior level legal expert for the airport/airport system, specializing in one or more areas of law or regulatory affairs deeply affecting the organization and its interests, but does not function as General Counsel. Conducts complex research and advises policy makers on legal compliance, risk assessment, defense, priorities and other key aspects of law. Prepares complex legal documents, pleadings, briefs, discovery and answers to interrogatories and correspondence in litigation and adversarial administrative proceedings. Typically reports to General Counsel (survey job no. LEG-X1-A), senior management or executive leadership.</p> <p>Alternate Titles: Senior Associate General Counsel</p>	<ul style="list-style-type: none"> • Specialist Level • Skill Level: Recognized internally as a specialist/resource/subject matter expert. • Assignments: Highly complex and specialized tasks. Responsible for the analysis, design and development of policies, plans, programs, objectives, or technical systems. • Experience: Requires six or more years of directly related experience, with the typical incumbent possessing nine to fifteen years of experience. Additional specialized knowledge in breadth and/or depth. All incumbents in this job family do not progress to this level. It is used on a business need basis. • Education: Typically requires Bachelor Degree. Post-graduate degree and/or certification may be required. • Supervision: Minimal supervision required. Typically provides working leadership or guidance to lower-level employees. • Population Distribution: 15% to 25%.
<u>LEG-P3-A</u>	<u>Staff Attorney</u>	<p>Serves as a legal expert for the airport/airport system, specializing in one or more areas of law or regulatory affairs affecting the organization and its interests. Conducts research and advises policy makers on legal compliance, risk assessment, defense, priorities and other key aspects of law. Prepares comprehensive legal memos rendering legal advice. Typically reports to General Counsel (survey job no. LEG-X1-A), senior management or executive leadership.</p>	<ul style="list-style-type: none"> • Career Level • Skill Level: Fully Qualified for professional level activities. Has developed proficiency in knowledge and skills. • Assignments: Wide variety of complex tasks requiring discretion and the use of judgment and initiative. Participates in the analysis, design, development and implementation of policies, plans, programs, objectives, or technical systems. • Experience: Requires three to four years of directly related experience, with the typical incumbent possessing six to eight years of experience. • Education: Typically requires Bachelor degree. Post-graduate work may be required. • Supervision: General supervision required. May provide working leadership or guidance to lower-level employees. • Population Distribution: 40% to 60%, bulk of job family population.

Job Code	Title	Typical Duties & Responsibilities	Job Level
HRM-M3-A	<u>Director Human Resources and Administration</u>	<p>Serves as the top human resource (HR) executive of the airport/airport system focusing on HR as well as a variety of administrative functions and services, but does not manage the finance function. [See Director Finance and Administration (survey job no. FIN-M3-A) for top level finance responsibility combined with administrative responsibilities, which may include HR.] Administrative responsibilities often include procurement contracts, safety, health-wellness, property management and support services. There are no limits for this survey job on the number, types or scope of administrative functions that may be managed for the organization as long as HR is included. Typically reports to executive leadership. Typically a single incumbent position.</p> <p>Alternate Titles: HR & Administrative Officer; Vice President Human Resources</p>	<ul style="list-style-type: none"> • Manager 3 • Assignments: Strategic in nature, and is typically the functional leader (impacts/executes functional strategy). This level of management leads, decides, drives and integrates the management of the organization. Responsible for programs to achieve high-level business objectives established by top-level management. Achieves expense objectives within assigned area. Assists in the recruiting, training and development of employees. • Experience: May require fifteen or more years of previous related experience as a lower level manager and individual contributor, with the typical incumbent possessing fifteen to twenty years of experience. • Education: Master degree preferred. • Possible Titles: National Manager, Director, or Vice President • Supervision: Typically directly manages multiple second level strategic managers in the functional area of responsibility. Typically reports into the top functional executive.
HRM-M3-B	<u>Director Human Resources</u>	<p>Serves as the top human resource (HR) executive of the airport/airport system exclusively focused on HR. Directs the full range of HR management functions and services of the organization, which must include control of (1) employment and, (2) compensation and, (3) includes at least one of the other functions, such as labor relations, organization development, employee benefits and services, equal employment opportunity/diversity, wellness, or Workers Compensation. Typically reports to a Vice President or COO. You may match this survey job with your position if higher echelons (such as the state, port, county or city) specify overarching employment/compensation standards or negotiate overarching union agreements. However, do not make a match unless your position includes responsibility for all three of the functions specified for the entire airport system, or an entire airport that is not part of an airport system. Instead, consider Manager Human Resources 2 (survey job no. HRM-M2-B) or Manager Human Resources 1 (survey job no. HRM-M1-B). Typically a single incumbent position.</p> <p>Alternate Titles: Vice President Human Resources</p>	<ul style="list-style-type: none"> • Manager 3 • Assignments: Strategic in nature, and is typically the functional leader (impacts/executes functional strategy). This level of management leads, decides, drives and integrates the management of the organization. Responsible for programs to achieve high-level business objectives established by top-level management. Achieves expense objectives within assigned area. Assists in the recruiting, training and development of employees. • Experience: May require fifteen or more years of previous related experience as a lower level manager and individual contributor, with the typical incumbent possessing fifteen to twenty years of experience. • Education: Master degree preferred. • Possible Titles: National Manager, Director, or Vice President • Supervision: Typically directly manages multiple second level strategic managers in the functional area of responsibility. Typically reports into the top functional executive.

Job Code	Title	Typical Duties & Responsibilities	Job Level
<u>HRM-M2-B</u>	<u>Manager Human Resources 2</u>	<p>Manages a range of human resource (HR) management functions of the airport/airport system by supervising full performance level subordinates in such program areas as recruitment, selection, placement, classification, compensation, employee benefits/services, labor/employee relations, organization development, training, equal employment opportunity, diversity, wellness, safety and Workers Compensation. Typically reports to senior management or executive leadership.</p> <p>Incumbent must supervise at least one full performance level HR Manager. If incumbent manages individual contributors and does not manage other managers, match level 1 (survey job no. HRM-M1-B).</p> <p>Alternate Titles: Personnel Officer</p>	<ul style="list-style-type: none"> • Manager 2 • Assignments: Strategic in nature and may be the functional leader. This level of management takes a leading, deciding, driving and integrating approach to managing the organization. Plans programs to achieve high-level business objectives established by top-level management. Achieves expense objectives within assigned area. Assists in the recruiting, training and development of employees. May also have management responsibilities in secondary or related operations. • Experience: Requires eight to ten years of previous related experience as a first level manager and individual contributor, with the typical incumbent possessing twelve to fifteen years of experience. • Education: Bachelor degree. May require post-graduate degree. • Possible Titles: Senior Manager, Area Manager, Manager II, or Regional Manager • Supervision: Typically supervises one or more Tactical Managers in assigned functional area of responsibility. Reports to a higher level Strategic Manager, typically a functional leader.
<u>HRM-M1-B</u>	<u>Manager Human Resources 1</u>	<p>Manages a range of human resource (HR) management functions of the airport/airport system by supervising full performance level subordinates in such program areas as recruitment, selection, placement, classification, compensation, employee benefits/services, labor/employee relations, organization development, training, equal employment opportunity, diversity, wellness, safety and Workers Compensation. Typically reports to Manager Human Resources 2 (job no. HRM-M2-B) or Director level HR management.</p> <p>Must supervise at least one full performance level HR position. Match this job if incumbent manages only individual contributors, but not other managers. If incumbent manages other managers, match level 2 (survey job no. HRM-M2-B).</p> <p>Alternate Titles: Human Resources Supervisor; Personnel Officer</p>	<ul style="list-style-type: none"> • Manager 1 • Assignments: Tactical in nature. Directly supervises daily work of individual contributors - Professional, Administration, Support and/or Technical Support OR manages through supervisor(s). Responsible for human resource actions such as hiring, termination, and discipline. Writes performance reviews and makes salary decisions. Responsible for budgetary development and monitoring for the area managed. Has a role based on influencing, interpreting, and implementing policy and practice within their organization. Responsible for developing the budget and managing within that budget. • Experience: Requires five or more years of previous related experience as an individual contributor and/or supervisor, with the typical incumbent possessing ten or more years of experience. • Education: Bachelor degree preferred. • Possible Titles: Manager or Department Manager

Job Code	Title	Typical Duties & Responsibilities	Job Level
<u>HRM-P3-B</u>	<u>Human Resources Generalist</u>	<p>Performs a wide variety of professional level human resources activities in functions such as employment, compensation, benefits, training, employee relations, and related areas. Generally specializes within two or more assigned areas. Conducts research, analyzes data and makes recommendations on assigned projects. Partners with line management regarding human resources practices. Typically reports to Manager Human Resources 1 (survey job no. HRM-M1-B).</p> <p>Alternate Titles: Human Resources Representative</p>	<ul style="list-style-type: none"> • Career Level • Skill Level: Fully Qualified for professional level activities. Has developed proficiency in knowledge and skills. • Assignments: Wide variety of complex tasks requiring discretion and the use of judgment and initiative. Participates in the analysis, design, development and implementation of policies, plans, programs, objectives, or technical systems. • Experience: Requires three to four years of directly related experience, with the typical incumbent possessing six to eight years of experience. • Education: Typically requires Bachelor degree. Post-graduate work may be required. • Supervision: General supervision required. May provide working leadership or guidance to lower-level employees. • Population Distribution: 40% to 60%, bulk of job family population.
<u>HRM-P3-C</u>	<u>Equal Employment Opportunity Specialist (EEO)</u>	<p>Serves as the equal employment opportunity (EEO) focal point and program manager for the airport/airport system. Advises management on EEO matters and typically recommends affirmative action goals, develops affirmative action plans and develops/implements EEO procedures for organization. Handles or oversees handling of EEO complaints (which may include investigations conducted in house or outsourced). May conduct EEO training. May also advise on or serve as the organization's diversity program/initiatives manager, with or without diversity training responsibilities. Typically reports to senior management or executive leadership. Do not confuse this survey job, which leads in the equal employment opportunity domain, with Disadvantaged Business Enterprise Programs Manager (DBE) (survey job no. HRM-P4-D), which leads in the equal business opportunity domain. Match survey job no. HRM-P4-D if your position has top level program responsibility for both equal employment and equal business opportunities. Typically a single incumbent position.</p>	<ul style="list-style-type: none"> • Career Level • Skill Level: Fully Qualified for professional level activities. Has developed proficiency in knowledge and skills. • Assignments: Wide variety of complex tasks requiring discretion and the use of judgment and initiative. Participates in the analysis, design, development and implementation of policies, plans, programs, objectives, or technical systems. • Experience: Requires three to four years of directly related experience, with the typical incumbent possessing six to eight years of experience. • Education: Typically requires Bachelor degree. Post-graduate work may be required. • Supervision: General supervision required. May provide working leadership or guidance to lower-level employees. • Population Distribution: 40% to 60%, bulk of job family population.

Job Code	Title	Typical Duties & Responsibilities	Job Level
HRM-P4-D	<u>Disadvantaged Business Enterprise Programs Manager (DBE)</u>	<p>Develops, manages, and implements the Disadvantaged Business Enterprise program (DBE). Ensures equal and special emphasis for business opportunity programs of the airport/airport system that increase airport business participation in goods, services, construction, concessions and other areas for disadvantaged businesses. Responsible for identifying, communicating, promoting, and monitoring contracting opportunities for DBE's. Ensures non-discriminatory practices against disadvantaged contract applicants and all legal provisions are being met. Certifies DBEs according to the criteria set by DOT. Typically reports to senior management or executive leadership. Typically a single incumbent position. Do not confuse this survey job, which focuses on the equal business opportunity domain, with Equal Employment Opportunity Specialist (survey job no. HRM-P3-C), which focuses on the equal employment opportunity domain. Match this job (HRM-P4-D) if your position has top level programmatic responsibility for both equal employment and equal business opportunities.</p> <p>Alternate Titles: Disadvantaged Business Enterprise Program Manager; Manager DBE; Equal Opportunity Programs Manager</p>	<ul style="list-style-type: none"> • Specialist Level • Skill Level: Recognized internally as a specialist/resource/subject matter expert. • Assignments: Highly complex and specialized tasks. Responsible for the analysis, design and development of policies, plans, programs, objectives, or technical systems. • Experience: Requires six or more years of directly related experience, with the typical incumbent possessing nine to fifteen years of experience. Additional specialized knowledge in breadth and/or depth. All incumbents in this job family do not progress to this level. It is used on a business need basis. • Education: Typically requires Bachelor Degree. Post-graduate degree and/or certification may be required. • Supervision: Minimal supervision required. Typically provides working leadership or guidance to lower-level employees. • Population Distribution: 15% to 25%.

MAINTENANCE/GROUNDS

FMM-M3-A	<u>Director Facilities Maintenance</u>	<p>Directs and oversees the maintenance function for the airport/airport system. Responsible for upkeep, repair and maintaining structures and infrastructures of airport owned properties. Includes landside, airside, and terminals as well as the operation of utilities, airside pavement, roads, and grounds. May also oversee construction projects. Typically reports to senior management or executive leadership.</p> <p>Alternate Title: Vice President Facilities</p>	<ul style="list-style-type: none"> • Manager 3 • Assignments: Strategic in nature, and is typically the functional leader (impacts/executes functional strategy). This level of management leads, decides, drives and integrates the management of the organization. Responsible for programs to achieve high-level business objectives established by top-level management. Achieves expense objectives within assigned area. Assists in the recruiting, training and development of employees. • Experience: May require fifteen or more years of previous related experience as a lower level manager and individual contributor, with the typical incumbent possessing fifteen to twenty years of experience. • Education: Master degree preferred. • Possible Titles: National Manager, Director, or Vice President • Supervision: Typically directly manages multiple second level strategic managers in the functional area of responsibility. Typically reports into the top functional executive.
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Job Code	Title	Typical Duties & Responsibilities	Job Level
<u>FMM-M1-A</u>	<u>Manager Facilities Maintenance</u>	<p>Manages and oversees building maintenance, repair, inspection, alteration and janitorial services of Airport owned facilities typically through supervisors. Responsible for the preparation of plans and quality of workmanship on all buildings and building equipment repairs. May also oversee minor construction projects. Manages the supervisor(s) of facilities maintenance (survey job no. FMM-M0-A) and lead workers performing building maintenance work such as carpentry, painting, plumbing, and plastering, mechanical equipment operation and janitorial services. Typically reports to the Director Facilities Maintenance (survey job no. FMM-M3-A).</p> <p>Alternate Titles: Facilities Maintenance Superintendent</p>	<ul style="list-style-type: none"> • Manager 1 • Assignments: Tactical in nature. Directly supervises daily work of individual contributors - Professional, Administration, Support and/or Technical Support OR manages through supervisor(s). Responsible for human resource actions such as hiring, termination, and discipline. Writes performance reviews and makes salary decisions. Responsible for budgetary development and monitoring for the area managed. Has a role based on influencing, interpreting, and implementing policy and practice within their organization. Responsible for developing the budget and managing within that budget. • Experience: Requires five or more years of previous related experience as an individual contributor and/or supervisor, with the typical incumbent possessing ten or more years of experience. • Education: Bachelor degree preferred. • Possible Titles: Manager or Department Manager
<u>FMM-M0-A</u>	<u>Supervisor Facilities Maintenance</u>	<p>Supervises and assigns the work activities of all facilities maintenance employees who conduct building maintenance, repair, inspection, alteration, mechanical, electrical, plumbing, and janitorial services. Prepares, develops and maintains ongoing comprehensive preventative maintenance programs and safety checks to ensure ongoing compliance with legislation regulations and conformance to all building codes, plans and standards. Typically reports to Manager Facilities Maintenance (survey job no. FMM-M1-A).</p>	<ul style="list-style-type: none"> • Supervisor • Assignments: Tactical in nature. Directly supervises daily work of individual contributors – Low-level Professional and/or Production, Administration, Support, and Technical Support employees. May continue to perform as an individual contributor. Responsible for human resource actions such as hiring, termination, and discipline. Writes performance reviews and makes salary decisions. NOT responsible for budgetary development and strategic vision for the area managed. Implements policy, but may not have a role in developing policy. • Experience: Requires three or more years of directly related experience as an individual contributor with the typical incumbent possessing six to eight years of experience. • Education: Typically requires the same level of education as the employees being supervised. • Possible Titles: Supervisor or Assistant Manager • Supervision: Typically reports to a first level tactical Manager.

Job Code	Title	Typical Duties & Responsibilities	Job Level
<u>FMM-M1-B</u>	<u>Manager Airfield Maintenance</u>	<p>Manages airfield maintenance providing oversight regarding repair, inspection, alteration and all other maintenance activities typically through supervisors. May also manage landside activities. Manages employees and outside contractors responsible for repairing, modifying, and maintaining airport properties, pavement structures, security fence lines, markings, signage, and landscape. May manage administrative and construction coordination for modernization projects and participate in design planning and review. Typically manages Supervisor Airfield Maintenance (survey job no. FMM-M0-B). Typically reports to the Director Facilities Maintenance (survey job no. FMM-M3-A).</p> <p>Alternate Titles: Airfield Maintenance Superintendent</p>	<ul style="list-style-type: none"> • Manager 1 • Assignments: Tactical in nature. Directly supervises daily work of individual contributors - Professional, Administration, Support and/or Technical Support OR manages through supervisor(s). Responsible for human resource actions such as hiring, termination, and discipline. Writes performance reviews and makes salary decisions. Responsible for budgetary development and monitoring for the area managed. Has a role based on influencing, interpreting, and implementing policy and practice within their organization. Responsible for developing the budget and managing within that budget. • Experience: Requires five or more years of previous related experience as an individual contributor and/or supervisor, with the typical incumbent possessing ten or more years of experience. • Education: Bachelor degree preferred. • Possible Titles: Manager or Department Manager
<u>FMM-M0-B</u>	<u>Supervisor Airfield Maintenance</u>	<p>Supervises and assigns the work activities of all airfield maintenance employees. Assists management in the formulation of equipment and operational budgets, and directs the purchasing of airfield supplies and equipment. Responsible for ensuring the best possible surface for aircraft takeoff and landing in accordance with Federal Regulations. Prepares, develops and maintains an ongoing comprehensive preventative maintenance program. Performs safety checks to ensure ongoing compliance with legislation regulations such as OSHA and ESDC. Typically reports to Manager Airfield Maintenance (survey job no. FMM-M1-B).</p>	<ul style="list-style-type: none"> • Supervisor • Assignments: Tactical in nature. Directly supervises daily work of individual contributors – Low-level Professional and/or Production, Administration, Support, and Technical Support employees. May continue to perform as an individual contributor. Responsible for human resource actions such as hiring, termination, and discipline. Writes performance reviews and makes salary decisions. NOT responsible for budgetary development and strategic vision for the area managed. Implements policy, but may not have a role in developing policy. • Experience: Requires three or more years of directly related experience as an individual contributor with the typical incumbent possessing six to eight years of experience. • Education: Typically requires the same level of education as the employees being supervised. • Possible Titles: Supervisor or Assistant Manager • Supervision: Typically reports to a first level tactical Manager.

Job Code	Title	Typical Duties & Responsibilities	Job Level
<u>FMM-S5-B</u>	<u>Airfield Electrician Lead</u>	<p>Leads, plans, schedules and supervises the work of journey-level electricians and maintenance employees engaged in the construction, installation, maintenance and repair of high and low-voltage electrical, communications and electronic systems. Performs related duties as assigned. This is the advanced journey-level and lead worker class. Incumbents are responsible for planning, scheduling and coordinating the material, equipment and personnel requirements for the section's projects and work orders.</p> <p>Alternate Titles: Crew Chief; Foreman Electrical Services</p>	<ul style="list-style-type: none"> • Team Leader Level • Skill Level: Advanced specialized knowledge of systems or tools and/or processes. Plus proven leadership capabilities. Recognized internally as being in a leadership role. • Assignments: Primarily dedicated to the leadership of work teams. Continues to perform as an individual contributor completing advanced and complicated tasks requiring considerable judgment, independent analysis and decision making and detailed knowledge of the position and procedures. As Team Leader provides day-to-day tactical direction and guidance to lower level employees. Responsible for daily workloads. Does not have formal supervisor/management duties such as hiring, performance evaluation, or disciplinary responsibilities. • Experience: Requires nine or more years of directly related experience, with the typical incumbent possessing twelve years or more of experience. • Education: High School diploma or GED required. Also requires some higher education or specialized training or certification; including coursework in Leadership. • Supervision: Highly independent. Provides working leadership to one or more teams, but is not a Supervisor. • Population Distribution: Up to 5%. Small and exclusive population.
<u>FMM-S4-B</u>	<u>Airfield Electrician</u>	<p>Maintains, troubleshoots and repairs airfield lighting systems. Performs preventive maintenance and repairs on high voltage distribution lines, street lighting systems and other exterior or interior electrical systems at journey level. Requires a fully qualified electrician. Typically reports to an electrician lead or supervisor. Do not match this survey job with your positions unless they include full performance level work on airfield lighting systems.</p> <p>Alternate Titles: Airport Electrician (High Voltage); Airport Electrician; Aviation Electrician</p>	<ul style="list-style-type: none"> • Specialist Level • Skill Level: Specialized Knowledge of practices, concepts, systems or tools and/or processes. Recognized internally as a subject matter resource. • Assignments: Complex tasks requiring considerable judgment, independent analysis and decision making. Has detailed knowledge of the position and procedures. • Experience: Requires six or more years of directly related experience, with the typical incumbent possessing nine to fifteen years of experience. All incumbents in this job family do not progress to this level. It is used on a business need basis. • Education: Typically requires higher education and/or specialized training or certification. • Supervision: Requires minimal supervision. Typically provides working leadership or guidance to lower-level employees. • Population Distribution: 5% to 10%.

Job Code	Title	Typical Duties & Responsibilities	Job Level
FMM-S4-C	<u>Electro/Mechanical Systems Technician</u>	<p>Performs preventative maintenance, troubleshoots, and repairs conveyor systems, passenger boarding bridges and ancillary equipment. Plans new or modified installations. Must be proficient in mechanical and electrical complexities specific to conveyor systems using hydraulic and pneumatic controls. Must have extensive knowledge of AC and DC circuitry. Match only if incumbents are responsible for conveyors and passenger boarding bridges.</p>	<ul style="list-style-type: none"> • Specialist Level • Skill Level: Specialized Knowledge of practices, concepts, systems or tools and/or processes. Recognized internally as a subject matter resource. • Assignments: Complex tasks requiring considerable judgment, independent analysis and decision making. Has detailed knowledge of the position and procedures. • Experience: Requires six or more years of directly related experience, with the typical incumbent possessing nine to fifteen years of experience. All incumbents in this job family do not progress to this level. It is used on a business need basis. • Education: Typically requires higher education and/or specialized training or certification. • Supervision: Requires minimal supervision. Typically provides working leadership or guidance to lower-level employees. • Population Distribution: 5% to 10%.
HSE-M2-A	<u>Manager Environmental Programs</u>	<p>Manages assigned environmental programs of the airport/airport system for compliance with federal, state, region, county, city or airport/airport system rules or regulations on (1) clean air, clean water and hazardous waste, (2) assessment of facilities/sites and remediation, (3) industrial hygiene, (4) solid waste management, (5) recycling, (6) noise or (7) other environmental areas. Do not match this survey job with your position if it does not manage compliance for functional area (1). Analyzes, reviews, and comments on regulatory requirements on proposed legislation in assigned program areas. Oversees team involved in management of environmental activities. Typically reports to senior management or executive leadership. Do not match this survey job with your position unless it has environmental program management responsibility for the entire airport system, or an entire airport that is not part of an airport system. <i>This position formally manages people.</i> If your position only manages the programs and not people, consider matching to Environmental Services Program Manager (survey job no. HSE-P4-A). Typically a single incumbent position.</p> <p>Alternate Titles: Manager, Environmental Department; Manager, Environmental Affairs; Manager, Environmental Compliance; Director Environmental Services</p>	<ul style="list-style-type: none"> • Manager 2 • Assignments: Strategic in nature and may be the functional leader. This level of management takes a leading, deciding, driving and integrating approach to managing the organization. Plans programs to achieve high-level business objectives established by top-level management. Achieves expense objectives within assigned area. Assists in the recruiting, training and development of employees. May also have management responsibilities in secondary or related operations. • Experience: Requires eight to ten years of previous related experience as a first level manager and individual contributor, with the typical incumbent possessing twelve to fifteen years of experience. • Education: Bachelor degree. May require post-graduate degree. • Possible Titles: Senior Manager, Area Manager, Manager II, or Regional Manager • Supervision: Typically supervises one or more Tactical Managers in assigned functional area of responsibility. Reports to a higher level Strategic Manager, typically a functional leader.

Job Code	Title	Typical Duties & Responsibilities	Job Level
HSE-P4-A	<u>Environmental Services Program Manager</u>	Responsible for program management for the full spectrum of environmental/noise programs for the airport/airport system including air, water, soil, waste management, recycling, noise, and wildlife. Ensures compliance with federal, state, region, county, city or airport/airport system rules and regulations. Analyzes, reviews, and comments on regulatory requirements on proposed legislation in all environmental program areas. Responsible for environmental planning, impact assessment, auditing and reporting activities related to all environmental programs. Typically reports to senior management or executive leadership. Do not match this survey job with your position unless it has environmental program management responsibility for the entire airport system, or an entire airport that is not part of an airport system. <i>Match this position if incumbent has full program responsibilities but does not formally manage other people.</i> If incumbent also formally manages people, consider matching to Manager Environmental Programs (survey job no. HSE-M2-A). Typically a single incumbent position.	<ul style="list-style-type: none"> • Specialist Level • Skill Level: Recognized internally as a specialist/resource/subject matter expert. • Assignments: Highly complex and specialized tasks. Responsible for the analysis, design and development of policies, plans, programs, objectives, or technical systems. • Experience: Requires six or more years of directly related experience, with the typical incumbent possessing nine to fifteen years of experience. Additional specialized knowledge in breadth and/or depth. All incumbents in this job family do not progress to this level. It is used on a business need basis. • Education: Typically requires Bachelor Degree. Post-graduate degree and/or certification may be required. • Supervision: Minimal supervision required. Typically provides working leadership or guidance to lower-level employees. • Population Distribution: 15% to 25%.
HSE-P3-A	<u>Environmental Services Specialist</u>	Provides support to environmental protection function with projects, studies, documentation and correspondence. Participates in the development and maintenance of the airport's Environmental Management Plan. Participates in the evaluation compliance with environmental legislation and policies and guidelines and assists in developing and implementing means to achieve compliance - both for the airport/airport system and tenants. Assists in environmental planning, impact assessment, auditing and reporting activities through sampling, examining and reporting on a wide variety of physical, chemical and biological products relating to air, water and soil contamination and on-site hazardous materials. May support the noise management program by monitoring, researching and responding to aircraft noise complaints. Typically reports into Manager Environmental Programs (survey job no. HSE-M2-A). If responsibilities are solely noise related, match job to Noise Abatement Analyst (survey job no. HSE-P3-B).	<ul style="list-style-type: none"> • Career Level • Skill Level: Fully Qualified for professional level activities. Has developed proficiency in knowledge and skills. • Assignments: Wide variety of complex tasks requiring discretion and the use of judgment and initiative. Participates in the analysis, design, development and implementation of policies, plans, programs, objectives, or technical systems. • Experience: Requires three to four years of directly related experience, with the typical incumbent possessing six to eight years of experience. • Education: Typically requires Bachelor degree. Post-graduate work may be required. • Supervision: General supervision required. May provide working leadership or guidance to lower-level employees. • Population Distribution: 40% to 60%, bulk of job family population.

Job Code	Title	Typical Duties & Responsibilities	Job Level
<u>HSE-P4-B</u>	<u>Noise Abatement Program Manager</u>	<p>Manages the entire aero-acoustical program of the airport/airport system as the program technical expert and aircraft noise focal point, serving as a key member of the management team in development and execution of its noise abatement strategic objectives, key initiatives and tactical plans, which may impact aircraft operations, proposed capital developments at the airport(s) and proposed private or public sector development near the airport(s). Assesses aircraft noise, coordinates aircraft noise abatement activities and responds to noise-related environmental issues. Develops and supervises the execution of noise program plans. Maintains awareness of politically sensitive and high impact issues related to aircraft noise. Typically reports to senior management or executive leadership. Typically a single incumbent position. May provide guidance and leadership to others, but does not formally manage employees. If your position formally manages people, consider matching Manager Environmental Programs (survey job no. HSE-M2-A)</p> <p>Alternate Titles: Aero-Acoustic Program Manager; Noise Program Manager; Aviation Noise Abatement Manager</p>	<ul style="list-style-type: none"> • Specialist Level • Skill Level: Recognized internally as a specialist/resource/subject matter expert. • Assignments: Highly complex and specialized tasks. Responsible for the analysis, design and development of policies, plans, programs, objectives, or technical systems. • Experience: Requires six or more years of directly related experience, with the typical incumbent possessing nine to fifteen years of experience. Additional specialized knowledge in breadth and/or depth. All incumbents in this job family do not progress to this level. It is used on a business need basis. • Education: Typically requires Bachelor Degree. Post-graduate degree and/or certification may be required. • Supervision: Minimal supervision required. Typically provides working leadership or guidance to lower-level employees. • Population Distribution: 15% to 25%.
<u>HSE-P3-B</u>	<u>Noise Abatement Analyst</u>	<p>Monitors and analyzes the noise impacts of aircraft operations at specified airports on surrounding communities, and investigates and resolves related complaints and issues. Has comprehensive knowledge of acoustics, data collection and interpretation, analyzing data, regulatory interpretation related to noise, computer applications related to data analysis, and community relations. Has thorough knowledge of aviation and aircraft operations. Responsible for scheduling and coordination between the homeowner, architect and contractor from the onset of design through the completion of all construction related activities including pre-construction conferences, daily field visits, substantial and final completion inspections. Provides analysis of procedural compliance for airlines. Oversees compliance with city noise overlay zone as related to construction within the noise overlay boundary.</p> <p>Alternate Titles: Noise Specialist; Sound Insulation Administrator</p>	<ul style="list-style-type: none"> • Career Level • Skill Level: Fully Qualified for professional level activities. Has developed proficiency in knowledge and skills. • Assignments: Wide variety of complex tasks requiring discretion and the use of judgment and initiative. Participates in the analysis, design, development and implementation of policies, plans, programs, objectives, or technical systems. • Experience: Requires three to four years of directly related experience, with the typical incumbent possessing six to eight years of experience. • Education: Typically requires Bachelor degree. Post-graduate work may be required. • Supervision: General supervision required. May provide working leadership or guidance to lower-level employees. • Population Distribution: 40% to 60%, bulk of job family population.

Job Code	Title	Typical Duties & Responsibilities	Job Level
<u>MAG-M1-A</u>	<u>Manager Wildlife Program</u>	Responsible for managing the Wildlife Program ensuring the safe and efficient control and removal of wildlife hazards to aircraft in and around the airport property. Responsible for compliance with all local, federal and/or country mandated regulations regarding wildlife management. Develops, interprets, plans, enforces, revises and implements a Wildlife Hazard Management Plan for the airport/airport system. Determines whether internal staff or outside contractors handle various situations. Inspects and purchases firearms for wildlife and airfield personnel. May manage individual contributors within the department.	<ul style="list-style-type: none"> • Manager 1 • Assignments: Tactical in nature. Directly supervises daily work of individual contributors - Professional, Administration, Support and/or Technical Support OR manages through supervisor(s). Responsible for human resource actions such as hiring, termination, and discipline. Writes performance reviews and makes salary decisions. Responsible for budgetary development and monitoring for the area managed. Has a role based on influencing, interpreting, and implementing policy and practice within their organization. Responsible for developing the budget and managing within that budget. • Experience: Requires five or more years of previous related experience as an individual contributor and/or supervisor, with the typical incumbent possessing ten or more years of experience. • Education: Bachelor degree preferred. • Possible Titles: Manager or Department Manager
<u>MAG-S4-A</u>	<u>Wildlife Management Specialist</u>	Responsible for the safe and efficient control and removal of wildlife hazards to aircraft in and around the airport property. Patrols airfields and all property for wildlife risk to aircraft safety. Takes appropriate action to reduce potential aircraft strike incidents from hazing to trapping and removal of wildlife. Requires the safe and proper use of a variety of firearms for pyrotechnic and live ammunition. Complies with local, federal and country mandated regulations such as FAA, FAR, or TP312. Responds to emergency situations as needed regarding injured and/or displaced wildlife and implements necessary action. Typically reports to the Manager Wildlife Program (survey job no. MAG-M1-A) or Manager Airfield Maintenance (survey job no. FMM-M1-B).	<ul style="list-style-type: none"> • Specialist Level • Skill Level: Specialized Knowledge of practices, concepts, systems or tools and/or processes. Recognized internally as a subject matter resource. • Assignments: Complex tasks requiring considerable judgment, independent analysis and decision making. Has detailed knowledge of the position and procedures. • Experience: Requires six or more years of directly related experience, with the typical incumbent possessing nine to fifteen years of experience. All incumbents in this job family do not progress to this level. It is used on a business need basis. • Education: High School diploma or GED required. In addition, typically requires higher education and/or specialized training or certification. • Supervision: Requires minimal supervision. Typically provides working leadership or guidance to lower-level employees. • Population Distribution: 5% to 10%.

Job Code	Title	Typical Duties & Responsibilities	Job Level
<u>MAG-M0-B</u>	<u>Supervisor Fleet Maintenance</u>	<p>Responsible for the planning, organizing, and management of the overall operational needs of the fleet maintenance for the airport/airport system's fleet of vehicles and equipment. Assures proper operation of fleet vehicles; supervises and ensures priority of vehicle maintenance, servicing and repair projects; supervises vehicle fleet tracking; assists with vehicle accident insurance claims; consults on vehicle procuring; ensures compliance of operation with programs and mandates; develops and presents business plans, budgets and standards. Responsible for the allocation and prioritization of the fleet among all airports within the airport/airport system.</p> <p>Alternate Titles: Supervisor Mobile Maintenance</p>	<ul style="list-style-type: none"> • Supervisor • Assignments: Tactical in nature. Directly supervises daily work of individual contributors – Low-level Professional and/or Production, Administration, Support, and Technical Support employees. May continue to perform as an individual contributor. Responsible for human resource actions such as hiring, termination, and discipline. Writes performance reviews and makes salary decisions. NOT responsible for budgetary development and strategic vision for the area managed. Implements policy, but may not have a role in developing policy. • Experience: Requires three or more years of directly related experience as an individual contributor with the typical incumbent possessing six to eight years of experience. • Education: Typically requires the same level of education as the employees being supervised. • Possible Titles: Supervisor or Assistant Manager
<u>MAG-P4-C</u>	<u>Asset Manager</u>	<p>Responsible for managing and setting strategic direction for asset management including leading the development, implementation, and adherence of standard operating procedures. Provides ongoing analysis of assets and drives business decisions to ensure the lowest possible operating cost over the life of the assets. Acts as liaison between Maintenance, Facilities, and Infrastructure, Capital Division, and Finance to facilitate business plans; including ongoing maintenance and renewal/replacement plans for airport assets. Incumbent may lead other employees.</p>	<ul style="list-style-type: none"> • Specialist Level • Skill Level: Recognized internally as a specialist/resource/subject matter expert. • Assignments: Highly complex and specialized tasks. Responsible for the analysis, design and development of policies, plans, programs, objectives, or technical systems. • Experience: Requires six or more years of directly related experience, with the typical incumbent possessing nine to fifteen years of experience. Additional specialized knowledge in breadth and/or depth. All incumbents in this job family do not progress to this level. It is used on a business need basis. • Education: Typically requires Bachelor Degree. Post-graduate degree and/or certification may be required. • Supervision: Minimal supervision required. Typically provides working leadership or guidance to lower-level employees. • Population Distribution: 15% to 25%.

MARKETING/PUBLIC RELATIONS

Job Code	Title	Typical Duties & Responsibilities	Job Level
<u>MKG-X1-A</u>	<u>Vice President Business Development & Marketing</u>	<p>Responsible for business development and marketing of all aeronautical and non-aeronautical revenue business for the airport/airport system. Oversees and leads business development, market research and marketing of airport facilities, lands and services. Promotes the airport locally, nationally, and internationally. Responsible for the development and implementation of a long term strategic marketing plan for the Airport. Develops and grows all airport revenue bases which may include air service for passengers and cargo, customer satisfaction programs, parking strategies, commercial properties and real estate development and concessions. Typically a single incumbent position at the executive level.</p> <p>Alternate Titles: VP Strategy; Senior Director of Commercial Enterprise</p>	<ul style="list-style-type: none"> • Manager 4 (Executive Level 1) • Assignments: Strategic in nature, and is considered the functional leader. Establishes both short and long term strategic plans for the business. Has primary responsibility for leading and developing a functional area for the entire organization. Has full accountability for programs within the functional area to achieve high-level business objectives. Has full accountability for the functional area to achieve expense objectives. • Experience: Requires over fifteen years of previous related experience as a lower level manager and individual contributor, with the typical incumbent possessing more than twenty years of experience. • Education: Master degree preferred. • Possible Titles: Director, Vice President, Senior Vice President, or Chief • Supervision: This position is at the VP and/or executive level within the company. Reports directly into the CEO.
<u>MKG-M1-A</u>	<u>Manager Marketing</u>	<p>Manages the marketing functions of the airport/airport system, serving as a key member of the management team in development and execution of its marketing strategic objectives, key initiatives and tactical plans. Identifies needs and measures service satisfaction through market research. Conceives, gains approval of and supervises execution of marketing campaigns for such areas as passenger service, air cargo, ground transportation, parking and concessions. May also have responsibility for consumer advocacy programs advertising, corporate communications and related activities. Typically reports to senior management or executive leadership. Typically a single incumbent position. This position formally manages people. If your position only manages the programs and not people, match Program Manager-Non-Technical (survey job no. PJM-P4-B).</p>	<ul style="list-style-type: none"> • Manager 1 • Assignments: Tactical in nature. Directly supervises daily work of individual contributors - Professional, Administration, Support and/or Technical Support OR manages through supervisor(s). Responsible for human resource actions such as hiring, termination, and discipline. Writes performance reviews and makes salary decisions. Responsible for budgetary development and monitoring for the area managed. Has a role based on influencing, interpreting, and implementing policy and practice within their organization. Responsible for developing the budget and managing within that budget. • Experience: Requires five or more years of previous related experience as an individual contributor and/or supervisor, with the typical incumbent possessing ten or more years of experience. • Education: Bachelor degree preferred. • Possible Titles: Manager or Department Manager • Supervision: Typically reports to a Strategic Manager.

Job Code	Title	Typical Duties & Responsibilities	Job Level
MKG-P3-A	<u>Marketing & Advertising Specialist</u>	<p>Coordinates the airport’s internal and external marketing and advertising strategy including the sale of internal advertising space, the purchase/placement of external advertising materials, and the use of data analytics to help drive business. Conducts market analysis to determine effective marketing strategy for terminal and concourse advertising, concession and airline programs. Identifies and capitalizes on business opportunities, both short and long-term. Develops new business prospects through planned account contact and maintains customer and prospect accounts and support. Typically reports to Manager Marketing (survey job no. MKG-M1-A).</p>	<ul style="list-style-type: none"> • Career Level • Skill Level: Fully Qualified for professional level activities. Has developed proficiency in knowledge and skills. • Assignments: Wide variety of complex tasks requiring discretion and the use of judgment and initiative. Participates in the analysis, design, development and implementation of policies, plans, programs, objectives, or technical systems. • Experience: Requires three to four years of directly related experience, with the typical incumbent possessing six to eight years of experience. • Education: Typically requires Bachelor degree. Post-graduate work may be required. • Supervision: General supervision required. May provide working leadership or guidance to lower-level employees. • Population Distribution: 40% to 60%, bulk of job family population.
COM-M3-B	<u>Director Public or Government Affairs</u>	<p>Directs and oversees the public and/or government affairs function, public information programs and media relations of the airport/airport system. Serves as a key member of the management team in development and execution of its strategic objectives, key initiatives and tactical plans in these functional areas. Establishes and maintains liaison with federal, state, and local government officials, media, key airport/airport system staff and key internal/external organizations that have important impact on organization and its mission, operations, capital improvements, public representation, finances and other vital interests. Incumbent can focus on only one of the disciplines or both. This is the top position within this function. Typically reports to senior management or executive leadership. Typically a single incumbent position.</p> <p>Alternate Titles: Communications & Public Affairs Officer; Public Affairs Officer; Vice President Public Relations</p>	<ul style="list-style-type: none"> • Manager 3 • Assignments: Strategic in nature, and is typically the functional leader (impacts/executes functional strategy). This level of management leads, decides, drives and integrates the management of the organization. Responsible for programs to achieve high-level business objectives established by top-level management. Achieves expense objectives within assigned area. Assists in the recruiting, training and development of employees. • Experience: May require fifteen or more years of previous related experience as a lower level manager and individual contributor, with the typical incumbent possessing fifteen to twenty years of experience. • Education: Master degree preferred. • Possible Titles: National Manager, Director, or Vice President • Supervision: Typically directly manages multiple second level strategic managers in the functional area of responsibility. Typically reports into the top functional executive.

Job Code	Title	Typical Duties & Responsibilities	Job Level
<u>COM-M1-B</u>	<u>Manager Public or Government Affairs</u>	<p>Manages all activities for the public and/or government affairs functions of the airport/airport system. Conceives, gains support of and manages execution of lobbying and media plans. Maintains awareness of sensitive and high impact issues, critical needs and areas of special concern or urgent/vital interest to organization. Establishes and maintains liaison with governmental officials, regulatory offices, news and media relations, and key internal/external organizations that have important impact on airport/airport system and its mission, operations, capital improvements, public representation, finances and other vital interests. Incumbent can focus on only one of the disciplines or both. Typically reports to senior management or executive leadership. Typically a single incumbent position.</p> <p>Alternate Titles: Manager Public Relations, Manager Government and Legislative Affairs, Manager Media Relations.</p>	<ul style="list-style-type: none"> • Manager 1 • Assignments: Tactical in nature. Directly supervises daily work of individual contributors - Professional, Administration, Support and/or Technical Support OR manages through supervisor(s). Responsible for human resource actions such as hiring, termination, and discipline. Writes performance reviews and makes salary decisions. Responsible for budgetary development and monitoring for the area managed. Has a role based on influencing, interpreting, and implementing policy and practice within their organization. Responsible for developing the budget and managing within that budget. • Experience: Requires five or more years of previous related experience as an individual contributor and/or supervisor, with the typical incumbent possessing ten or more years of experience. • Education: Bachelor degree preferred. • Possible Titles: Manager or Department Manager • Supervision: Typically reports to a Strategic Manager.
<u>COM-P3-B</u>	<u>Public or Government Affairs Specialist</u>	<p>Performs all aspects, or assigned critical aspects, of the public and/or government affairs functions of the airport/airport system. Analyzes legislative proposals, legislation, rules/regulations, news releases or other issues/actions at all pertinent levels of government and public entities to assess impact on airport/airport system. Works closely with internal and external organizations to formulate and coordinate official organizational positions. Serves as public and media contact for information on airport/airport system programs, official organizational positions, operations and events. Acts as key authorized spokesperson for the organization. Researches issues and prepares official responses, disseminates and follows up on news releases and media announcements to promote organization and provide public information. Incumbent can focus on only one of the disciplines or both. Typically reports to Manager Public or Government Affairs (survey job no. COM-M1-B).</p>	<ul style="list-style-type: none"> • Career Level • Skill Level: Fully Qualified for professional level activities. Has developed proficiency in knowledge and skills. • Assignments: Wide variety of complex tasks requiring discretion and the use of judgment and initiative. Participates in the analysis, design, development and implementation of policies, plans, programs, objectives, or technical systems. • Experience: Requires three to four years of directly related experience, with the typical incumbent possessing six to eight years of experience. • Education: Typically requires Bachelor degree. Post-graduate work may be required. • Supervision: General supervision required. May provide working leadership or guidance to lower-level employees. • Population Distribution: 40% to 60%, bulk of job family population.

Job Code	Title	Typical Duties & Responsibilities	Job Level
<u>COM-M1-C</u>	<u>Manager Airport Art Program</u>	Manages and oversees the Art Program for the airport/airport system. Implements art and exhibits that advance the Airport's mission and strategies and enhances its image within the community. Manages, tracks, and oversees budget, schedule, and design reviews. Works with local, regional and national artists and arts organizations to provide curatorial assistance while coordinating various components of the temporary and rotating exhibits at the airport(s). Coordinates the artist selection, acquisition, design, development, construction, fabrication, and installation phases of a project. Provides management and maintenance/care for the existing public art collection. May supervise Airport Art Program Coordinator (survey job no. COM-P1-C) or may be a standalone position managing the program only.	<ul style="list-style-type: none"> • Manager 1 • Assignments: Tactical in nature. Directly supervises daily work of individual contributors - Professional, Administration, Support and/or Technical Support OR manages through supervisor(s). Responsible for human resource actions such as hiring, termination, and discipline. Writes performance reviews and makes salary decisions. Responsible for budgetary development and monitoring for the area managed. Has a role based on influencing, interpreting, and implementing policy and practice within their organization. Responsible for developing the budget and managing within that budget. • Experience: Requires five or more years of previous related experience as an individual contributor and/or supervisor, with the typical incumbent possessing ten or more years of experience. • Education: Bachelor degree preferred. • Possible Titles: Manager or Department Manager • Supervision: Typically reports to a Strategic Manager.
<u>COM-P1-C</u>	<u>Airport Art Program Coordinator</u>	Provides administrative, curatorial, and project management support of the Airport Art Program. Works with Airport/Authority staff, artists, contractors, vendors, and tenants to organize art exhibits while coordinating design, construction, and installation of Airport artwork. Assists with planning, coordinating, and implementing artist participation in the public art program for conceptual initiation of each project phase through public art installation. Acts as Authority liaison between contractors and participating artists. Provides general art program information and prepares and delivers presentations before community groups, artists, schools, and other interested parties.	<ul style="list-style-type: none"> • Entry Level • Skill Level: Still acquiring knowledge and skills through Formal/Informal Training Program. • Assignments: Entry-level professional activities. Routine or repetitive tasks with specific instructions and set procedures. • Experience: No experience required, with the typical incumbent possessing one to three years of related experience. • Education: Typically requires Bachelor degree. • Supervision: Close supervision required. • Population Distribution: 5% to 10%.

Job Code	Title	Typical Duties & Responsibilities	Job Level
<u>COM-P3-D</u>	<u>Community Programs Manager</u>	<p>Manages relationships with communities and groups of various sorts surrounding the airport(s) to establish ties, find common ground, mitigate opposition and enhance bonds. May develop partnerships with schools, special groups and other organizations near airport(s). May lead or coordinate outreach efforts and tours. May have responsibility for related functions, such as noise issues. Do not match this survey job with your position if it has primary responsibility for government affairs at any level (local, state, regional or federal) - see Public or Government Affairs Specialist (survey job no. COM-P3-B). Typically a single incumbent position.</p> <p>Alternate Titles: Community Relations Program Manager; Community Development Manager; Community Affairs Manager</p>	<ul style="list-style-type: none"> • Career Level • Skill Level: Fully Qualified for professional level activities. Has developed proficiency in knowledge and skills. • Assignments: Wide variety of complex tasks requiring discretion and the use of judgment and initiative. Participates in the analysis, design, development and implementation of policies, plans, programs, objectives, or technical systems. • Experience: Requires three to four years of directly related experience, with the typical incumbent possessing six to eight years of experience. • Education: Typically requires Bachelor degree. Post-graduate work may be required. • Supervision: General supervision required. May provide working leadership or guidance to lower-level employees. • Population Distribution: 40% to 60%, bulk of job family population.
<u>CUS-M3-E</u>	<u>Director Customer Experience</u>	<p>Directs and manages the customer service function for the airport/airport system. Responsible for creating a positive and comprehensive customer experience. Leads the strategic planning and program delivery that ensures airport services resonates with current and potential customers. Provides leadership and direction to the customer service and training related functions. Manages customer service and training staff. Defines and communicates an effective and strategically integrated Passenger/Customer service vision by fully engaging with the leadership team and key stakeholders, airport business partners and community stakeholders ensuring customer service initiatives are incorporated throughout the airport internally and externally. Represents customer service in discussions and planning of the airport. Responsible for developing Airport-wide standards, an end-to-end integrated messaging architecture and ensures consistency and differentiation as needed across all airport departments and airport business partners.</p> <p>Alternate Titles: Director Customer Service; Director Customer Relations</p>	<ul style="list-style-type: none"> • Manager 3 • Assignments: Strategic in nature, and is typically the functional leader (impacts/executes functional strategy). This level of management leads, decides, drives and integrates the management of the organization. Responsible for programs to achieve high-level business objectives established by top-level management. Achieves expense objectives within assigned area. Assists in the recruiting, training and development of employees. • Experience: May require fifteen or more years of previous related experience as a lower level manager and individual contributor, with the typical incumbent possessing fifteen to twenty years of experience. • Education: Master degree preferred. • Possible Titles: National Manager, Director, or Vice President • Supervision: Typically directly manages multiple second level strategic managers in the functional area of responsibility. Typically reports into the top functional executive.

Job Code	Title	Typical Duties & Responsibilities	Job Level
<u>CUS-P4-E</u>	<u>Terminal & Customer Relations Manager</u> <u>(Revised Description)</u>	<p>Develops and implements strategic direction, terminal operations requirements, programs and plans for an airport-wide customer service program including employee training. Creates customer service programs, services and other amenities which enhance the experience of travelers. Works with airport service providers, airlines, TSA or CATSA, CBP, concessionaires, and other airport related staff to establish customer satisfaction benchmarks, employee training guidelines and standards. Identifies partnership and stakeholders needs. Leads the effort to ensure all airport employees receive customer service training to ensure that a positive customer experience is valued and maintained. Responsible for building rapport and relationships with tenants. Monitors industry trends and expectations in customer service programs and makes recommendations to senior management for initiatives to be included in the program. May coordinate and/or facilitate projects, maintenance, properties inspections, compliance inspection, etc. Typically reports to Manager Airport (survey job no. OPR-M3-A).</p> <p>Alternate Titles: Customer Relations Manager; Customer Service Manager, Passenger Experience Program Manager, Terminal Operations Specialist, Senior Terminal Operations Coordinator</p>	<ul style="list-style-type: none"> • Specialist Level • Skill Level: Recognized internally as a specialist/resource/subject matter expert. • Assignments: Highly complex and specialized tasks. Responsible for the analysis, design and development of policies, plans, programs, objectives, or technical systems. • Experience: Requires six or more years of directly related experience, with the typical incumbent possessing nine to fifteen years of experience. Additional specialized knowledge in breadth and/or depth. All incumbents in this job family do not progress to this level. It is used on a business need basis. • Education: Typically requires Bachelor Degree. Post-graduate degree and/or certification may be required. • Supervision: Minimal supervision required. Typically provides working leadership or guidance to lower-level employees. • Population Distribution: 15% to 25%.

Job Code	Title	Typical Duties & Responsibilities	Job Level
<u>CUS-S2-E</u>	<u>Customer Service Representative/Receptionist</u>	<p>Performs tasks related to reception, information, guidance, and customer service to travelers in the terminal. Responds to travelers' questions and concerns and informs the traveling public on any matter relating to the services offered at the airport. Ensures the smooth flow of passengers and installation of accessories needed for crowd control. Acts as a first level responder to complaint calls in accordance with established protocols. Provides translation services resources to the public and assists in locating lost children/individuals. Provides announcements or pages over the public address system as requested. Operates lost and found service as well as other customer service programs. Monitors Flight Information Display System (FIDS) and maintains up-to-date information. May report to Terminal & Customer Relations Manager (survey job no. CUS-P4-E) or to Manager Airport Operations (survey job no. OPR-M1-A).</p> <p>Alternate Titles: Guest Services Representative; Customer Service Representative; Receptionist; Information and Reception Agent</p>	<ul style="list-style-type: none"> • Intermediate Level • Skill Level: Fully Trained • Assignments: Semi-routine tasks requiring some discretion and use of limited judgment and initiative. • Experience: Requires one or more years of directly related experience, with the typical incumbent possessing three to four years of experience. • Education: High School diploma or GED required in non-technical positions. In addition, may require some higher education or specialized training or certification in technical positions. • Supervision: Limited supervision with spot checks. • Population Distribution: 15% to 25%.

OPERATIONS

<u>OPR-M3-A</u>	<u>Manager Airport</u>	<p>Manages one full service (passenger and/or cargo) airport within a multi-airport system, including responsibility for airside, terminal and landside operations, line service and customer service. May also manage any combination of other functions for the airport of responsibility, such as economic development, construction, maintenance, marketing, administration, finance, human resources, parking, concessions and general aviation. Typically reports to executive leadership (including the CEO/COO or equivalent) in the airport system.</p>	<ul style="list-style-type: none"> • Manager 3 • Assignments: Strategic in nature, and is typically the functional leader (impacts/executes functional strategy). This level of management leads, decides, drives and integrates the management of the organization. Responsible for programs to achieve high-level business objectives established by top-level management. Achieves expense objectives within assigned area. Assists in the recruiting, training and development of employees. • Experience: May require fifteen or more years of previous related experience as a lower level manager and individual contributor, with the typical incumbent possessing fifteen to twenty years of experience. • Education: Master degree preferred. • Possible Titles: National Manager, Director, or Vice President • Supervision: Typically directly manages multiple second level strategic managers in the functional area of responsibility. Typically reports into the top functional executive.
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Job Code	Title	Typical Duties & Responsibilities	Job Level
<u>OPR-M1-A</u>	<u>Manager Airport Operations</u>	<p>Manages all airside operations of a full service airport (typically through direct or second level supervision of shift staff) overseeing day to day operations and ensuring compliance with federal and legislative regulations and airport rules, policies and procedures that provide the basis for safe, secure, orderly and efficient airfield operations. May also have responsibility for the management of terminal or landside operations, but airside responsibility is key to matching this survey job. Typically reports to Manager Airport (survey job no. OPR-M3-A) or higher level management. Do not match your position to this survey job if it does not have airside operations management responsibility airport-wide.</p>	<ul style="list-style-type: none"> • Manager 1 • Assignments: Tactical in nature. Directly supervises daily work of individual contributors - Professional, Administration, Support and/or Technical Support OR manages through supervisor(s). Responsible for human resource actions such as hiring, termination, and discipline. Writes performance reviews and makes salary decisions. Responsible for budgetary development and monitoring for the area managed. Has a role based on influencing, interpreting, and implementing policy and practice within their organization. Responsible for developing the budget and managing within that budget. • Experience: Requires five or more years of previous related experience as an individual contributor and/or supervisor, with the typical incumbent possessing ten or more years of experience. • Education: Bachelor degree preferred. • Possible Titles: Manager or Department Manager • Supervision: Typically reports to a Strategic Manager.
<u>OPR-M0-A</u>	<u>Airport Operations Duty Manager</u>	<p>Supervises or leads a shift in the oversight of the operation of the airfield to provide for the safety of the traveling public and efficient operation of the airport personnel ensuring compliance with Federal Regulations and airport/airport system rules, policies and procedures. May also have responsibility for terminal, concourses, and other airport facilities. Airside responsibility on shift is key to matching this survey job, even if your positions also have terminal/landside responsibility. If airside responsibility regularly rotates among positions in the same job class where some positions have terminal or landside responsibility, you may match all of these positions to this survey job. Typically reports to Manager Airport Operations (survey job no. OPR-M1-A). Do not match this survey job if incumbent is an individual contributor (i.e., not supervisor); instead, consider matching them to Airport Operations Specialist (survey job no. OPR-P2-A).</p> <p>Alternate Titles: Airfield Operations Duty Manager, Operations Supervisor</p>	<ul style="list-style-type: none"> • Supervisor • Assignments: Tactical in nature. Directly supervises daily work of individual contributors – Low-level Professional and/or Production, Administration, Support, and Technical Support employees. May continue to perform as an individual contributor. Responsible for human resource actions such as hiring, termination, and discipline. Writes performance reviews and makes salary decisions. NOT responsible for budgetary development and strategic vision for the area managed. Implements policy, but may not have a role in developing policy. • Experience: Requires three or more years of directly related experience as an individual contributor with the typical incumbent possessing six to eight years of experience. • Education: Typically requires the same level of education as the employees being supervised. • Possible Titles: Supervisor or Assistant Manager • Supervision: Typically reports to a first level tactical Manager.

Job Code	Title	Typical Duties & Responsibilities	Job Level
<u>OPR-P2-A</u>	<u>Airport Operations Specialist</u>	<p>Represents airport management in overseeing daily operations of the airport, with airside emphasis (even when terminal/landside responsibility is included) focusing on safety and efficiency. Performs most or all of the following functions: monitors airfield safety and security to ensure compliance with Federal regulations and airport/airport system rules, policies and procedures; monitors weather, wildlife activity and movement of aircraft; opens and closes airport movement areas as conditions warrant; issues Notices to Airmen (NOTAMs); coordinates snow removal and responds to emergency situations until relieved. Typically reports to Airport Operations Duty Manager (survey job. no. OPR-M0-A) or Manager Airport Operations (survey job no. OPR-M1-A). If airside responsibility regularly rotates among positions in the same job class where some positions have terminal or landside responsibility, you may match all of these positions to this survey job. If your position supervises or leads a team on shift match it to Airport Operations Duty Manager (survey job no. OPR-M0-A).</p> <p>Alternate Titles: Airfield Operations Officer; Aviation Operations Representative, Aviation Services Specialist, Winter Seasonal Foreman</p>	<ul style="list-style-type: none"> • Intermediate Level • Skill Level: Fully Trained, still developing knowledge and skills for professional level activities. • Assignments: Semi-Routine tasks of moderate complexity requiring discretion and the use of judgment and initiative. • Experience: Requires one or more years of directly related experience, with the typical incumbent possessing three to four years of experience. • Education: Typically requires Bachelor degree. • Supervision: Limited supervision required. • Population Distribution: 15% to 25%
<u>OPR-S3-A</u>	<u>Airport Operations Duty Agent</u>	<p>Performs airfield, perimeter, and terminal and grounds inspections to enforce compliance with Federal Aviation regulations, mandated standards practices and rules, policies, procedures, leases and agreements. Responds to any emergency on the airfield. Gives directions to air carriers, tenants, concessionaires, contractors, travelers and others in order to obtain compliance. Provides customer service to airport users and may also coordinate after-hours maintenance and/or monitor emergency repairs to critical equipment. Typically reports to an Airport Operations Duty Manager (survey job no. OPR-M0-A), or another higher level job in the airport operations domain.</p> <p>Alternate Titles: Airfield Operations Agent, Aviation Operations Agent</p>	<ul style="list-style-type: none"> • Career Level • Skill Level: Fully qualified. Received relevant training. • Assignments: Moderately complicated tasks and activities requiring knowledge and skills, judgment, independent analysis and problem solving. • Experience: Requires three or more years of directly related experience, with the typical incumbent possessing five to eight years of experience. • Education: High School diploma or GED required in non-technical positions. In addition, typically requires some higher education or specialized training or certification in technical positions. • Supervision: Works with General supervision. May provide working leadership or guidance to lower-level employees. • Population Distribution: 40% to 60%, bulk of job family population.

Job Code	Title	Typical Duties & Responsibilities	Job Level
<u>OPR-M3-B</u>	<u>Director Commercial Services</u>	Responsible for the safe and efficient direction and management of Fixed Based Operation, Cargo Services and Aviation Services. Responsible for all aspects of management and ensures a safe, cost-effective operation while providing the highest level of customer service. Ensures reliable customer service delivery and on-time performance by providing leadership, operational direction and required resources. Develops professional relationships with internal and external customers to ensure effective operations in all functional areas including Line Service, Cargo Operations, and Aviation Services. Oversees and handles the day-to-day issues as well as critical issues through liaison with customers and internal departments to effectively deal with situations. Identifies and resolves problems in a timely manner, gathers and analyzes information skillfully, works well in problem solving situations and offers solutions. Ensures that staff adheres to all federal, local, and airport regulations and guidelines, as well as airport/airport system policies, procedures, and best practices while upholding safety and security.	<ul style="list-style-type: none"> • Manager 3 • Assignments: Strategic in nature, and is typically the functional leader (impacts/executes functional strategy). This level of management leads, decides, drives and integrates the management of the organization. Responsible for programs to achieve high-level business objectives established by top-level management. Achieves expense objectives within assigned area. Assists in the recruiting, training and development of employees. • Experience: May require fifteen or more years of previous related experience as a lower level manager and individual contributor, with the typical incumbent possessing fifteen to twenty years of experience. • Education: Master degree preferred. • Possible Titles: National Manager, Director, or Vice President • Supervision: Typically directly manages multiple second level strategic managers in the functional area of responsibility. Typically reports into the top functional executive.
<u>OPR-M2-B</u>	<u>Manager General Aviation</u>	<p>Manages the general aviation functions, including operations, line service and customer service for one or more general aviation and/or executive airports. May also manage or conduct economic development, construction, maintenance and marketing activities for the general aviation function. May have responsibility for finance, human resources and other administrative functions. Typically reports to higher level management (middle management, senior management or executive leadership) in the airport system. Typically a single incumbent position.</p> <p>Alternate Titles: General Aviation Manager; Manager Executive Airport(s)</p>	<ul style="list-style-type: none"> • Manager 2 • Assignments: Strategic in nature and may be the functional leader. This level of management takes a leading, deciding, driving and integrating approach to managing the organization. Plans programs to achieve high-level business objectives established by top-level management. Achieves expense objectives within assigned area. Assists in the recruiting, training and development of employees. May also have management responsibilities in secondary or related operations. • Experience: Requires eight to ten years of previous related experience as a first level manager and individual contributor, with the typical incumbent possessing twelve to fifteen years of experience. • Education: Bachelor degree. May require post-graduate degree. • Possible Titles: Senior Manager, Area Manager, Manager II, or Regional Manager • Supervision: Typically supervises one or more Tactical Managers in assigned functional area of responsibility. Reports to a higher level Strategic Manager, typically a functional leader.

Job Code	Title	Typical Duties & Responsibilities	Job Level
<u>OPR-S3-B</u>	<u>Aircraft Attendant Line Services</u> <i>(New Job)</i>	Provides line services to aircraft and performs minor maintenance to supporting vehicles. Operates fuel truck to service aircraft, fuels the aircraft, collects payment for sales and keeps records on fuel and aircraft serviced. Directs taxing and/or operation of aircraft tugs for ground movement of aircraft. Responsible for maintaining tugs. Operates heating unit and auxiliary power unit to heat and start aircraft. Directs or participates in the tying down of aircraft. Inspects, services and repairs ground support vehicles. Assists in the training of laborers. Secures buildings and equipment.	<ul style="list-style-type: none"> • Career Level • Skill Level: Fully qualified. Received relevant training. • Assignments: Moderately complicated tasks and activities requiring knowledge and skills, judgment, independent analysis and problem solving. • Experience: Requires three or more years of directly related experience, with the typical incumbent possessing five to eight years of experience. • Education: High School diploma or GED required in non-technical positions. In addition, typically requires some higher education or specialized training or certification in technical positions. • Supervision: Works with General supervision. May provide working leadership or guidance to lower-level employees. • Population Distribution: 40% to 60%, bulk of job family population.
<u>OPR-M1-C</u>	<u>Manager Aviation Services</u>	Manages and plans airside flightline activities only; including general aviation aircraft servicing, ground handling, office/flight support facilities, ramp management, personnel and office administration associated with airside flightline activities. Directs the servicing of general aviation, military, commercial service, charter and flight test aircraft with fuel and oil, and other services including but not limited to baggage and cargo handling. Coordinates line service and ramp use requirements of airport tenants, flight-test groups and other business customers. Coordinates, negotiates, and administers airport fuel and related line service contracts. Manages the operation of airport aviation fuel storage facilities and aviation fuel inventories. This is not a primary airside operations position. Typically reports to Chief Operating Officer (survey job no. OPR-X1-A).	<ul style="list-style-type: none"> • Manager 1 • Assignments: Tactical in nature. Directly supervises daily work of individual contributors - Professional, Administration, Support and/or Technical Support OR manages through supervisor(s). Responsible for human resource actions such as hiring, termination, and discipline. Writes performance reviews and makes salary decisions. Responsible for budgetary development and monitoring for the area managed. Has a role based on influencing, interpreting, and implementing policy and practice within their organization. Responsible for developing the budget and managing within that budget. • Experience: Requires five or more years of previous related experience as an individual contributor and/or supervisor, with the typical incumbent possessing ten or more years of experience. • Education: Bachelor degree preferred. • Possible Titles: Manager or Department Manager • Supervision: Typically reports to a Strategic Manager.

Job Code	Title	Typical Duties & Responsibilities	Job Level
OPR-M1-D	<u>Manager Parking and Ground Transportation</u>	Plans, organizes and supervises the public and employee parking operations and the full range of ground transportation services of the airport/airport system, including oversight of cash accounting for parking and line operations for parking and shuttle bus service (which may be outsourced) and often including taxi and other commercial vehicle operations. Typically reports to middle or senior management. Do not match this survey job with your position if it is responsible only for parking or ground transportation operations; instead, see Manager Parking (survey job no. OPR-M1-F) or Manager Ground Transportation (survey job no. OPR-M1-E). This position formally manages people. If your position only manages the programs and not people, match Program Manager-Non-Technical (survey job no. PJM-P4-B).	<ul style="list-style-type: none"> • Manager 1 • Assignments: Tactical in nature. Directly supervises daily work of individual contributors - Professional, Administration, Support and/or Technical Support OR manages through supervisor(s). Responsible for human resource actions such as hiring, termination, and discipline. Writes performance reviews and makes salary decisions. Responsible for budgetary development and monitoring for the area managed. Has a role based on influencing, interpreting, and implementing policy and practice within their organization. Responsible for developing the budget and managing within that budget. • Experience: Requires five or more years of previous related experience as an individual contributor and/or supervisor, with the typical incumbent possessing ten or more years of experience. • Education: Bachelor degree preferred. • Possible Titles: Manager or Department Manager
OPR-M1-E	<u>Manager Ground Transportation</u>	Plans, organizes and supervises the full range of ground transportation services of the airport/airport system, including line operations for shuttle bus service (which may be outsourced), taxi service and other commercial vehicle operations. May also have functional responsibility for a limited range of public and/or employee parking services. Typically reports to middle or senior management. Do not match this survey job with your position if it is responsible for parking operations in addition to ground transportation operations; instead, see Manager Parking and Ground Transportation (survey job no. OPR-M1-D). This position formally manages people. If your position only manages the programs and not people, match Program Manager-Non-Technical (survey job no. PJM-P4-B).	<ul style="list-style-type: none"> • Manager 1 • Assignments: Tactical in nature. Directly supervises daily work of individual contributors - Professional, Administration, Support and/or Technical Support OR manages through supervisor(s). Responsible for human resource actions such as hiring, termination, and discipline. Writes performance reviews and makes salary decisions. Responsible for budgetary development and monitoring for the area managed. Has a role based on influencing, interpreting, and implementing policy and practice within their organization. Responsible for developing the budget and managing within that budget. • Experience: Requires five or more years of previous related experience as an individual contributor and/or supervisor, with the typical incumbent possessing ten or more years of experience. • Education: Bachelor degree preferred. • Possible Titles: Manager or Department Manager

Job Code	Title	Typical Duties & Responsibilities	Job Level
<u>OPR-M1-F</u>	<u>Manager Parking</u>	<p>Plans, organizes and supervises the public parking operations (but not ground transportation services) of the airport/airport system, including oversight of cash accounting and parking line operations. May include responsibility for employee parking. May also have functional responsibility for a limited range of ground transportation services. Typically reports to middle or senior management. Do not match this survey job with your position if it is responsible for parking and the full range of ground transportation operations; instead, see Manager Parking and Ground Transportation (survey job no. OPR-M1-D). This position formally manages people. If your position only manages the programs and not people, match Program Manager-Non-Technical (survey job no. PJM-P4-B).</p> <p>Alternate Titles: Manager Parking Systems</p>	<ul style="list-style-type: none"> • Manager 1 • Assignments: Tactical in nature. Directly supervises daily work of individual contributors - Professional, Administration, Support and/or Technical Support OR manages through supervisor(s). Responsible for human resource actions such as hiring, termination, and discipline. Writes performance reviews and makes salary decisions. Responsible for budgetary development and monitoring for the area managed. Has a role based on influencing, interpreting, and implementing policy and practice within their organization. Responsible for developing the budget and managing within that budget. • Experience: Requires five or more years of previous related experience as an individual contributor and/or supervisor, with the typical incumbent possessing ten or more years of experience. • Education: Bachelor degree preferred. • Possible Titles: Manager or Department Manager
<u>OPR-M1-G</u>	<u>Manager Communications Center</u>	<p>Manages the communications center function and employees responsible for the dispatch of emergency and/or non-emergency services for the airport/airport system. Services dispatched may be for customer service, law enforcement, firefighting, public safety officers and/or emergency medical services. May also dispatch such emergency services as water rescue and access control response/repairs/alarms. May host or manage the emergency operations center (incident command center). Typically reports to middle or senior management. Typically a single incumbent position.</p> <p>Alternate Titles: Manager, Emergency Dispatch; Manager Emergency Communications Center; Public Safety Dispatch Manager</p>	<ul style="list-style-type: none"> • Manager 1 • Assignments: Tactical in nature. Directly supervises daily work of individual contributors - Professional, Administration, Support and/or Technical Support OR manages through supervisor(s). Responsible for human resource actions such as hiring, termination, and discipline. Writes performance reviews and makes salary decisions. Responsible for budgetary development and monitoring for the area managed. Has a role based on influencing, interpreting, and implementing policy and practice within their organization. Responsible for developing the budget and managing within that budget. • Experience: Requires five or more years of previous related experience as an individual contributor and/or supervisor, with the typical incumbent possessing ten or more years of experience. • Education: Bachelor degree preferred. • Possible Titles: Manager or Department Manager

Job Code	Title	Typical Duties & Responsibilities	Job Level
<u>OPR-M0-G</u>	<u>Supervisor Communications Center</u>	Supervises the dispatchers for the emergency and/or non-emergency services of the airport/airport system. Services dispatched may be for customer service, ground transportation, law enforcement, firefighting, public safety officers and/or emergency medical services. May also dispatch such emergency services as water rescue and access control response/repairs/alarms. Typically reports to Manager Communications Center (survey job no. OPR-M1-G) or middle management. Typically a single incumbent position.	<ul style="list-style-type: none"> • Supervisor • Assignments: Tactical in nature. Directly supervises daily work of individual contributors – Low-level Professional and/or Production, Administration, Support, and Technical Support employees. May continue to perform as an individual contributor. Responsible for human resource actions such as hiring, termination, and discipline. Writes performance reviews and makes salary decisions. NOT responsible for budgetary development and strategic vision for the area managed. Implements policy, but may not have a role in developing policy. • Experience: Requires three or more years of directly related experience as an individual contributor with the typical incumbent possessing six to eight years of experience. • Education: Typically requires the same level of education as the employees being supervised. • Possible Titles: Supervisor or Assistant Manager • Supervision: Typically reports to a first level tactical Manager.
<u>OPR-S4-G</u>	<u>Dispatcher - Emergency</u>	Responsible for ensuring effective communication throughout the airport/airport system by receiving and transferring emergency telephone calls and radio calls for assistance in the airport. Responsible for 911 emergency dispatching. May have responsibility for non-emergency calls as well. May be responsible for operating multiple computer systems at a centralized communications center. Monitors and operates security, crash, fire alarm systems and Emergency Notification Systems. Broadcasts and contacts emergency response teams, operations, and management in response to notice to airmen from the tower and operations acting as central coordination. May access and operate an FAA computer system to transmit Notices to Airmen to report status of airfield conditions. Uses telephones, radio, and paging systems to dispatch information. Utilizes various software programs, databases, and electronic equipment specific to the airport to gain information needed for dissemination and to monitor various activities.	<ul style="list-style-type: none"> • Specialist Level • Skill Level: Specialized Knowledge of practices, concepts, systems or tools and/or processes. Recognized internally as a subject matter resource. • Assignments: Complex tasks requiring considerable judgment, independent analysis and decision making. Has detailed knowledge of the position and procedures. • Experience: Requires six or more years of directly related experience, with the typical incumbent possessing nine to fifteen years of experience. All incumbents in this job family do not progress to this level. It is used on a business need basis. • Education: High School diploma or GED required. In addition, typically requires higher education and/or specialized training or certification. • Supervision: Requires minimal supervision. Typically provides working leadership or guidance to lower-level employees. • Population Distribution: 5% to 10%.

Job Code	Title	Typical Duties & Responsibilities	Job Level
OPR-S2-G	<u>Dispatcher/Receptionist - Non Emergency</u>	Responsible for ensuring effective communication throughout the airport/airport system by receiving, transferring, and broadcasting non-emergency telephone calls and radio calls for assistance in the airport. Responsible for answering and dispatching incoming calls pertaining to general airport information, security related issues, directions, general parking and weather information. NOT responsible for 911 emergency dispatching. May coordinate usage of county owned gates and ticket counters. Uses telephones, radio, and paging systems to dispatch information. Utilizes various software programs, databases, and electronic equipment specific to the airport to gain information needed for dissemination and to monitor various activities. If incumbent is responsible for 911 emergency dispatching, match to Dispatcher-Emergency (survey job no. OPR-S4-G).	<ul style="list-style-type: none"> • Intermediate Level • Skill Level: Fully Trained • Assignments: Semi-routine tasks requiring some discretion and use of limited judgment and initiative. • Experience: Requires one or more years of directly related experience, with the typical incumbent possessing three to four years of experience. • Education: High School diploma or GED required in non-technical positions. In addition, may require some higher education or specialized training or certification in technical positions. • Supervision: Limited supervision with spot checks. • Population Distribution: 15% to 25%.
OPR-S5-H	<u>Supervisor Pass and ID</u>	Supervises employees providing front line pass and identification badging functions; Pass and ID Clerk (survey job no. OPR-S2-H). Oversees the issuance of identification and access control cards and ensures compliance with operational requirements. Provides day-to-day leadership and works with staff to ensure a high-performance, customer service-oriented work environment that supports achieving the department's and the Airport's mission and objectives. Participates in the development, implementation and maintenance of standard operating procedures, the preparation of operating budget recommendations, authorizes the purchase of materials, and monitors work activities and expenditures to control costs. Typically reports to a higher level supervisor or manager in the airport operations domain. Alternate Titles: SIDA Access Supervisor; Security Badging Supervisor	<ul style="list-style-type: none"> • Team Leader Level • Skill Level: Advanced specialized knowledge of systems or tools and/or processes. Plus proven leadership capabilities. Recognized internally as being in a leadership role. • Assignments: Primarily dedicated to the leadership of work teams. Continues to perform as an individual contributor completing advanced and complicated tasks requiring considerable judgment, independent analysis and decision making and detailed knowledge of the position and procedures. As Team Leader provides day-to-day tactical direction and guidance to lower level employees. Responsible for daily workloads. Does not have formal supervisor/management duties such as hiring, performance evaluation, or disciplinary responsibilities. • Experience: Requires nine or more years of directly related experience, with the typical incumbent possessing twelve years or more of experience. • Education: High School diploma or GED required. Also requires some higher education or specialized training or certification; including coursework in Leadership. • Supervision: Highly independent. Provides working leadership to one or more teams, but is not a Supervisor. • Population Distribution: Up to 5%. Small and exclusive population.

Job Code	Title	Typical Duties & Responsibilities	Job Level
<u>OPR-S2-H</u>	<u>Pass and ID Clerk</u>	<p>Performs frontline airport pass/identification (ID) badging functions such as; security badges and/or airside vehicle operators permits. Conducts complete life cycle processing of airport badging from new requests and renewals to departures. Typically reports to a specialist, supervisor or manager in the airport security function.</p> <p>Alternate Titles: Badging Agent, Access Control Specialist, ID Specialist, SIDA Access Clerk</p>	<ul style="list-style-type: none"> • Intermediate Level • Skill Level: Fully Trained • Assignments: Semi-routine tasks requiring some discretion and use of limited judgment and initiative. • Experience: Requires one or more years of directly related experience, with the typical incumbent possessing three to four years of experience. • Education: None required in non-technical positions. May require some higher education or specialized training or certification in technical positions. • Supervision: Limited supervision with spot checks. • Population Distribution: 15% to 25%.
<u>OPR-S5-I</u>	<u>Supervisor Airport Traffic Enforcement</u>	<p>Under direction, plans, coordinates, reviews and leads the work and activities of traffic control and enforcement personnel at the Airport and performs related duties as assigned. Oversees the selection of Airport Traffic Officers and is responsible for scheduling, evaluating and training personnel on assigned shifts. Establishes work priorities and routines and assigns work to cover curbside, Lost & Found, as well as other duties as assigned. Provides day-to-day leadership and works with staff to ensure a high-performance, customer service-oriented work environment that supports achieving the department's and the Airport's mission and objectives. Participates in the development, implementation and maintenance of standard operating procedures, the preparation of operating budget recommendations, authorizes the purchase of materials, and monitors work activities and expenditures to control costs.</p>	<ul style="list-style-type: none"> • Team Leader Level • Skill Level: Advanced specialized knowledge of systems or tools and/or processes. Plus proven leadership capabilities. Recognized internally as being in a leadership role. • Assignments: Primarily dedicated to the leadership of work teams. Continues to perform as an individual contributor completing advanced and complicated tasks requiring considerable judgment, independent analysis and decision making and detailed knowledge of the position and procedures. As Team Leader provides day-to-day tactical direction and guidance to lower level employees. Responsible for daily workloads. Does not have formal supervisor/management duties such as hiring, performance evaluation, or disciplinary responsibilities. • Experience: Requires nine or more years of directly related experience, with the typical incumbent possessing twelve years or more of experience. • Education: High School diploma or GED required. Also requires some higher education or specialized training or certification; including coursework in Leadership. • Supervision: Highly independent. Provides working leadership to one or more teams, but is not a Supervisor. • Population Distribution: Up to 5%. Small and exclusive population.

Job Code	Title	Typical Duties & Responsibilities	Job Level
<u>OPR-S3-I</u>	<u>Transportation Coordinator</u>	<p>Assists in maintaining a safe and efficient landside airport environment by ensuring the efficient operations of roadways, terminals, and ground transportation activities for passengers and airport personnel. Monitors commercial vehicle operations and traffic control in terminals and on roadways. Enforces safety and security regulations and policies. Responsible for staging area duties for taxis and other commercial vehicles such as limos and shuttles and provides guests and passengers with transportation services information. Assists with curb zone safety and safe and efficient traffic flow ensuring cleared passenger access to airport terminals.</p> <p>Alternate Titles: Landside Agent; Ground Transportation Coordinator; Cab Starter</p>	<ul style="list-style-type: none"> • Career Level • Skill Level: Fully qualified. Received relevant training. • Assignments: Moderately complicated tasks and activities requiring knowledge and skills, judgment, independent analysis and problem solving. • Experience: Requires three or more years of directly related experience, with the typical incumbent possessing five to eight years of experience. • Education: High School diploma or GED required in non-technical positions. In addition, typically requires some higher education or specialized training or certification in technical positions. • Supervision: Works with General supervision. May provide working leadership or guidance to lower-level employees. • Population Distribution: 40% to 60%, bulk of job family population.
<u>OPR-S2-I</u>	<u>Airport Traffic Officer</u>	<p>Under general supervision, ensures the safe, convenient and efficient operation of terminal front passenger loading and unloading areas by monitoring and directing vehicular and pedestrian traffic, issuing parking citations, inspecting vehicles, and relocating unattended vehicles as per airport security/safety regulations. Observes and reports unattended baggage and other suspicious situations to the proper law enforcement and security personnel. Participates in unannounced vehicle safety inspections of taxis, shuttles, for-hire limousines and courtesy vehicles; assists law enforcement and other security personnel during emergency and non-emergency situations at the airport. Resolves conflicts between customer service representatives, taxi and shuttle drivers, and customers; observes and reports hazards and unsafe conditions inside and outside of airport terminals.</p> <p>Alternate Title: Traffic Customer Service Specialist</p>	<ul style="list-style-type: none"> • Intermediate Level • Skill Level: Fully Trained • Assignments: Semi-routine tasks requiring some discretion and use of limited judgment and initiative. • Experience: Requires one or more years of directly related experience, with the typical incumbent possessing three to four years of experience. • Education: High School diploma or GED required in non-technical positions. In addition, may require some higher education or specialized training or certification in technical positions. • Supervision: Limited supervision with spot checks. • Population Distribution: 15% to 25%.

Job Code	Title	Typical Duties & Responsibilities	Job Level
<u>OPR-P4-J</u>	<u>Airport Baggage Handling System Analyst</u> <i>(New Job)</i>	<p>Performs a variety of moderately complex engineering and technical tasks in support of the Baggage Handling System (BHS). Responsible for the efficient running of the BHS. Oversees and leads control systems operations to accomplish the best system performance. Performs trouble shooting, problem analysis and resolution. Develops and implements enhancements or modifications to the BHS / control systems. Communicates BHS activity status to customers and management. Performs engineering analysis, configuration, repair, and quality control of the BHS' supervisory control and data acquisition equipment. Performs and leads application programming activities, including coding, testing, debugging, documentation and system modifications. Designs and develops configuration for Remote Terminal Unit (RTU), Programmable Logic Controllers (PLCs) and/or Distributed Control System (DCS) functions. An engineering or information technology background may align with this role. If your incumbent is an electrician with skills in electro/mechanical systems such as conveyor systems and boarding bridges, consider matching survey job FMM-S4-C Electro/Mechanical Systems Technician.</p> <p>Alternative tile: Senior Airport BHS Analyst</p>	<ul style="list-style-type: none"> • Specialist Level • Skill Level: Recognized internally as a specialist/resource/subject matter expert. • Assignments: Highly complex and specialized tasks. Responsible for the analysis, design and development of policies, plans, programs, objectives, or technical systems. • Experience: Requires six or more years of directly related experience, with the typical incumbent possessing nine to fifteen years of experience. Additional specialized knowledge in breadth and/or depth. All incumbents in this job family do not progress to this level. It is used on a business need basis. • Education: Typically requires Bachelor Degree. Post-graduate degree and/or certification may be required. • Supervision: Minimal supervision required. Typically provides working leadership or guidance to lower-level employees. • Population Distribution: 15% to 25%.
<u>PCD-M3-A</u>	<u>Director Business Development</u>	<p>Directs and manages the non-airline revenue development functions, including but not limited to property development, land use and zoning, concessions, parking activities, rental cars, and other off-airfield commercial revenue development opportunities. Develops and implements short and long term strategies to maximize non-aviation revenues and increase customer satisfaction. Directs the negotiation of complex real estate-related ground leases, real estate related development contracts, concession contracts, parking contracts, management contracts and other related revenue contracts. May report to VP Business Development & Marketing (survey job no. MKG-X1-A) or to Chief Financial Officer (survey job no. FIN-X1-A).</p> <p>Alternate Titles: Director Business Management, Director Commercial Development</p>	<ul style="list-style-type: none"> • Manager 3 • Assignments: Strategic in nature, and is typically the functional leader (impacts/executes functional strategy). This level of management leads, decides, drives and integrates the management of the organization. Responsible for programs to achieve high-level business objectives established by top-level management. Achieves expense objectives within assigned area. Assists in the recruiting, training and development of employees. • Experience: May require fifteen or more years of previous related experience as a lower level manager and individual contributor, with the typical incumbent possessing fifteen to twenty years of experience. • Education: Master degree preferred. • Possible Titles: National Manager, Director, or Vice President • Supervision: Typically directly manages multiple second level strategic managers in the functional area of responsibility. Typically reports into the top functional executive.

PLANNING/CONCESSIONS/DEVELOPMENT

Job Code	Title	Typical Duties & Responsibilities	Job Level
<u>PCD-M2-B</u>	<u>Manager Air Service Development</u>	<p>Manages the air service development functions of the airport/airport system, serving as a key member of the management team in development and execution of its air service strategic objectives, key initiatives and tactical plans to expand air service and increase airport usage. Ensures cargo and passenger growth meets or exceeds established targets. Conducts research on and identifies passenger, cargo and general aviation service wants/needs of region, makes air service projections, and identifies target markets for service increases. Conducts outreach to educate and influence target audiences about positive economic impact of air service to region. Conveys, gains approval of and supervises execution of long and short term air service development plans. Typically reports to executive leadership. Typically a single incumbent position.</p> <p>Alternate Titles: Air Service Planning and Development Manager; Route Development Director; Director, Air Service Development</p>	<ul style="list-style-type: none"> • Manager 2 • Assignments: Strategic in nature and may be the functional leader. This level of management takes a leading, deciding, driving and integrating approach to managing the organization. Plans programs to achieve high-level business objectives established by top-level management. Achieves expense objectives within assigned area. Assists in the recruiting, training and development of employees. May also have management responsibilities in secondary or related operations. • Experience: Requires eight to ten years of previous related experience as a first level manager and individual contributor, with the typical incumbent possessing twelve to fifteen years of experience. • Education: Bachelor degree. May require post-graduate degree. • Possible Titles: Senior Manager, Area Manager, Manager II, or Regional Manager • Supervision: Typically supervises one or more Tactical Managers in assigned functional area of responsibility. Reports to a higher level Strategic Manager, typically a functional leader.
<u>PCD-P3-B</u>	<u>Air Service Development Analyst</u>	<p>Supports the air service development functions of the airport/airport system, coordinates initiatives and analysis in support of air service strategic objectives to expand air service and increase airport usage. Mines data in order to track cargo and passenger growth. Conducts research on and identifies passenger, cargo and general aviation service wants/needs of region, conducts air service analysis and forecasts, and identifies target markets for service increases. Supports outreach to educate and influence target audiences about positive economic impact of air service to region. Supports the execution of long and short term air service development plans. Typically reports to Manager Air Service Development (survey job no. PCD-M2-B).</p> <p>Alternate Titles: Route Development Analyst; Air Service Network Strategist</p>	<ul style="list-style-type: none"> • Career Level • Skill Level: Fully Qualified for professional level activities. Has developed proficiency in knowledge and skills. • Assignments: Wide variety of complex tasks requiring discretion and the use of judgment and initiative. Participates in the analysis, design, development and implementation of policies, plans, programs, objectives, or technical systems. • Experience: Requires three to four years of directly related experience, with the typical incumbent possessing six to eight years of experience. • Education: Typically requires Bachelor degree. Post-graduate work may be required. • Supervision: General supervision required. May provide working leadership or guidance to lower-level employees. • Population Distribution: 40% to 60%, bulk of job family population.

Job Code	Title	Typical Duties & Responsibilities	Job Level
<u>PCD-M3-C</u>	<u>Director Airport Planning</u>	<p>Directs the development and implementation of capital improvement and airspace planning including overall project direction, decision making, prioritizing and planning process. Oversees planning studies and environmental programs, collaborating with internal and external stakeholders to develop a comprehensive and detailed list of projects necessary for the maintenance, growth and development of the airport/airport system. Oversees physical planning activities for sustaining and improving the facilities and infrastructure of the airport(s). Serves as the primary liaison with the community and professional affiliations. Has final approval responsibility for all plans submitted for projects undertaken on airport property. Responsible to ensure continuous safe operation of construction activities at the airport and minimal disruption to its operations. May be responsible for the airport's environmental management program to include any on-going clean-up, monitoring, reporting and pollution prevention plans and programs.</p> <p>Alternate Titles: Director Airport Planning & Development; Director Airport Planning & Municipal Affairs; Director Airport/Airspace Planning; Vice President Planning and Development</p>	<ul style="list-style-type: none"> • Manager 3 • Assignments: Strategic in nature, and is typically the functional leader (impacts/executes functional strategy). This level of management leads, decides, drives and integrates the management of the organization. Responsible for programs to achieve high-level business objectives established by top-level management. Achieves expense objectives within assigned area. Assists in the recruiting, training and development of employees. • Experience: May require fifteen or more years of previous related experience as a lower level manager and individual contributor, with the typical incumbent possessing fifteen to twenty years of experience. • Education: Master degree preferred. • Possible Titles: National Manager, Director, or Vice President • Supervision: Typically directly manages multiple second level strategic managers in the functional area of responsibility. Typically reports into the top functional executive.
<u>PCD-M1-C</u>	<u>Manager Airport/Airspace Planning</u>	<p>Manages physical planning activities of the airport/airport system for sustaining and improving the facilities and infrastructure. Leads in preparing and administering the Airport Master Plan(s) for comprehensive planning for physical development of the airport(s). Analyzes regulatory, demographic, technological and economic factors. Reviews and comments on proposed legislation affecting the space, airspace, access to and egress from the airport(s). Monitors off-airport transportation and land use plans of surrounding communities and represents the organization on regional land use and ground transportation issues and pre-design considerations of local transportation projects that impinge on the airport(s). Typically reports to senior management or executive leadership. Do not match this survey job with your position unless it has physical planning management responsibility for an entire airport. Typically a single incumbent position.</p> <p>Alternate Titles: Manager Airport Planning; Manager of Planning</p>	<ul style="list-style-type: none"> • Manager 1 • Assignments: Tactical in nature. Directly supervises daily work of individual contributors - Professional, Administration, Support and/or Technical Support OR manages through supervisor(s). Responsible for human resource actions such as hiring, termination, and discipline. Writes performance reviews and makes salary decisions. Responsible for budgetary development and monitoring for the area managed. Has a role based on influencing, interpreting, and implementing policy and practice within their organization. Responsible for developing the budget and managing within that budget. • Experience: Requires five or more years of previous related experience as an individual contributor and/or supervisor, with the typical incumbent possessing ten or more years of experience. • Education: Bachelor degree preferred. • Possible Titles: Manager or Department Manager • Supervision: Typically reports to a Strategic Manager.

Job Code	Title	Typical Duties & Responsibilities	Job Level
<u>PCD-P4-C</u>	<u>Airport Architect</u>	<p>Performs airport design activities including capital improvements and rehabilitation projects. Oversees all facets of architectural and engineering design working with professional and support staff and, typically, architect/engineer (A/E) design firms in preparing, modifying and updating designs for development, redevelopment or major improvement of structures and infrastructure, airside and landside. Certification as a professional engineer (PE) or board-certified architect may be required. May lead others. Typically reports to senior management or executive leadership. Typically a single incumbent position.</p> <p>Alternate titles: Design Engineering; Airport Designer</p>	<ul style="list-style-type: none"> • Specialist Level • Skill Level: Recognized internally as a specialist/resource/subject matter expert. • Assignments: Highly complex and specialized tasks. Responsible for the analysis, design and development of policies, plans, programs, objectives, or technical systems. • Experience: Requires six or more years of directly related experience, with the typical incumbent possessing nine to fifteen years of experience. Additional specialized knowledge in breadth and/or depth. All incumbents in this job family do not progress to this level. It is used on a business need basis. • Education: Typically requires Bachelor Degree. Post-graduate degree and/or certification may be required. • Supervision: Minimal supervision required. Typically provides working leadership or guidance to lower-level employees. • Population Distribution: 15% to 25%.
<u>PCD-P3-C</u>	<u>Planner</u>	<p>Conducts and analyzes studies and develops plans to effectively implement capital projects related to asset/facility utilization, land use and/or transportation initiatives, and other operational requirements consistent with business objectives. Ensures the integration of long-term master plans and strategic objectives into both short and long-term development projects keeping in mind the impact on specified airports and to local/regional areas. Researches and investigates technical issues with direct effect on airport development projects. Interprets regulations and proposes solutions to obtain required project permits. May prepare complex maps, plans, charts, or other graphics materials. Assumes responsibility for moderately complex projects or portions of more complex projects. May act as a resource to lower level employees. Typically reports into Manager Airport/Airspace Planning (survey job no. PCD-M1-A).</p> <p>Alternate Titles: Aviation Planner</p>	<ul style="list-style-type: none"> • Career Level • Skill Level: Fully Qualified for professional level activities. Has developed proficiency in knowledge and skills. • Assignments: Wide variety of complex tasks requiring discretion and the use of judgment and initiative. Participates in the analysis, design, development and implementation of policies, plans, programs, objectives, or technical systems. • Experience: Requires three to four years of directly related experience, with the typical incumbent possessing six to eight years of experience. • Education: Typically requires Bachelor degree. Post-graduate work may be required. • Supervision: General supervision required. May provide working leadership or guidance to lower-level employees. • Population Distribution: 40% to 60%, bulk of job family population.

Job Code	Title	Typical Duties & Responsibilities	Job Level
<u>PJM-P4-A</u>	<u>Program Manager - Technical</u>	Responsible for managing one or more large, complex, multi-disciplinary technical programs from inception to completion which includes organizing, administering, and monitoring multiple projects simultaneously that impact internal and external organizations. Requires a thorough and strategic understanding of all organizations and stakeholders involved including policies, standards, and systems. Responsible for establishing project plans and goals for all phases of the program. Has primary responsibility for program fulfillment. May have P&L responsibility. Oversees program budget and schedules. May have direct responsibility for staff or may lead employees indirectly through matrix management while working on program. Technical projects are typically IT, Engineering and Construction or Scientific in nature. Use this job as a default if incumbent has responsibility for a combination of technical and non-technical programs.	<ul style="list-style-type: none"> • Specialist Level • Skill Level: Recognized internally as a specialist/resource/subject matter expert. • Assignments: Highly complex and specialized tasks. Responsible for the analysis, design and development of policies, plans, programs, objectives, or technical systems. • Experience: Requires six or more years of directly related experience, with the typical incumbent possessing nine to fifteen years of experience. Additional specialized knowledge in breadth and/or depth. All incumbents in this job family do not progress to this level. It is used on a business need basis. • Education: Typically requires Bachelor Degree. Post-graduate degree and/or certification may be required. • Supervision: Minimal supervision required. Typically provides working leadership or guidance to lower-level employees. • Population Distribution: 15% to 25%.
<u>PJM-P3-A</u>	<u>Project Manager - Technical</u>	Responsible for day-to-day tactical duties for a technical program. Incumbent is not responsible for P&L or business development but is accountable to oversee results of multi-functional project teams. Responsible for the administrative/operational leadership of a project within the program guidelines set by the Program Manager. Monitors project to ensure work scope, schedule, and budget are well defined and maintained. Provides the coordination between internal and external resources and ensures all necessary reviews and approvals are received. May conduct performance analyses for project evaluation. Technical projects are typically IT, Engineering and Construction or Scientific in nature. Use this job as a default if incumbent has responsibility for a combination of technical and non-technical programs.	<ul style="list-style-type: none"> • Career Level • Skill Level: Fully Qualified for professional level activities. Has developed proficiency in knowledge and skills. • Assignments: Wide variety of complex tasks requiring discretion and the use of judgment and initiative. Participates in the analysis, design, development and implementation of policies, plans, programs, objectives, or technical systems. • Experience: Requires three to four years of directly related experience, with the typical incumbent possessing six to eight years of experience. • Education: Typically requires Bachelor degree. Post-graduate work may be required. • Supervision: General supervision required. May provide working leadership or guidance to lower-level employees. • Population Distribution: 40% to 60%, bulk of job family population.

Job Code	Title	Typical Duties & Responsibilities	Job Level
PJM-P4-B	<u>Program Manager - Non-Technical</u>	<p>Responsible for managing one or more large, complex, multi-disciplinary non-technical programs from inception to completion which includes organizing, administering, and monitoring multiple projects simultaneously that impact internal and external organizations. Requires a thorough and strategic understanding of all organizations and stakeholders involved including policies, standards, and systems. Responsible for establishing project plans and goals for all phases of the program. Has primary responsibility for program fulfillment. May have P&L responsibility. Oversees program budget and schedules. May have direct responsibility for staff or may lead employees indirectly through matrix management while working on program. Non-technical projects are typically finance, business, or organizational in nature.</p> <p>Alternate Titles: Marketing Program Manager; Government Affairs Program Manager, Public Relations Program Manager, Airport Art Program Manager</p>	<ul style="list-style-type: none"> • Specialist Level • Skill Level: Recognized internally as a specialist/resource/subject matter expert. • Assignments: Highly complex and specialized tasks. Responsible for the analysis, design and development of policies, plans, programs, objectives, or technical systems. • Experience: Requires six or more years of directly related experience, with the typical incumbent possessing nine to fifteen years of experience. Additional specialized knowledge in breadth and/or depth. All incumbents in this job family do not progress to this level. It is used on a business need basis. • Education: Typically requires Bachelor Degree. Post-graduate degree and/or certification may be required. • Supervision: Minimal supervision required. Typically provides working leadership or guidance to lower-level employees. • Population Distribution: 15% to 25%.
PJM-P3-B	<u>Project Manager - Non-Technical</u>	<p>Responsible for day-to-day tactical duties for a non-technical program. Incumbent is not responsible for P&L or business development but is accountable to oversee results of multi-functional project teams. Responsible for the administrative/operational leadership of a project within the program guidelines set by the Program Manager. Monitors project to ensure work scope, schedule, and budget are well defined and maintained. Provides the coordination between internal and external resources and ensures all necessary reviews and approvals are received. May conduct performance analyses for project evaluation. Non-technical projects are typically finance, business, or organizational in nature.</p>	<ul style="list-style-type: none"> • Career Level • Skill Level: Fully Qualified for professional level activities. Has developed proficiency in knowledge and skills. • Assignments: Wide variety of complex tasks requiring discretion and the use of judgment and initiative. Participates in the analysis, design, development and implementation of policies, plans, programs, objectives, or technical systems. • Experience: Requires three to four years of directly related experience, with the typical incumbent possessing six to eight years of experience. • Education: Typically requires Bachelor degree. Post-graduate work may be required. • Supervision: General supervision required. May provide working leadership or guidance to lower-level employees. • Population Distribution: 40% to 60%, bulk of job family population.

Job Code	Title	Typical Duties & Responsibilities	Job Level
<u>RES-M3-A</u>	<u>Director Real Estate</u>	<p>Directs the Real Estate function of the airport/airport system. May also be responsible for the overall concessions function. Responsible for developing strategic objectives, mission, business strategies and company policy for one or both functions. Establishes and ensures compliance with guidelines for negotiating, processing, implementing and enforcing leases, contracts and specifications for occupancy and use of airport facilities. May also direct and oversee business development opportunities for the concession program to enhance consumer choices and increase revenues for the organization. Typically reports to executive leadership.</p> <p>Alternate Title: Vice President Real Estate; Vice President Real Estate/Concessions</p>	<ul style="list-style-type: none"> • Manager 3 • Assignments: Strategic in nature, and is typically the functional leader (impacts/executes functional strategy). This level of management leads, decides, drives and integrates the management of the organization. Responsible for programs to achieve high-level business objectives established by top-level management. Achieves expense objectives within assigned area. Assists in the recruiting, training and development of employees. • Experience: May require fifteen or more years of previous related experience as a lower level manager and individual contributor, with the typical incumbent possessing fifteen to twenty years of experience. • Education: Master degree preferred. • Possible Titles: National Manager, Director, or Vice President • Supervision: Typically directly manages multiple second level strategic managers in the functional area of responsibility. Typically reports into the top functional executive.
<u>RES-M1-A</u>	<u>Manager Real Estate/Concessions</u>	<p>Manages activities of the airport/airport system in real estate and/or concessions. Responsible for negotiating, processing, implementing and enforcing leases, contracts and specifications for occupancy and use of airport facilities, in establishing rent structures and levels of service to tenants and concessionaires, and in determining property valuation. May also conduct or oversee land or facility use feasibility studies. May use a commercial (real estate development) firm in these efforts. May also manage business development opportunities responsible for concession program's strategic objectives, key initiatives and tactical plans. Develops new opportunities to enhance consumer choices, evaluates current and proposed concessions, negotiates financial terms, and monitors concession operations for compliance. Has direct management responsibilities for support and administrative staff. Typically reports to Director Real Estate (survey job no. RES-M3-A) or senior management.</p> <p>Alternate Titles: Business and Property Manager; Manager Real Estate; Manager Concessions</p>	<ul style="list-style-type: none"> • Manager 1 • Assignments: Tactical in nature. Directly supervises daily work of individual contributors - Professional, Administration, Support and/or Technical Support OR manages through supervisor(s). Responsible for human resource actions such as hiring, termination, and discipline. Writes performance reviews and makes salary decisions. Responsible for budgetary development and monitoring for the area managed. Has a role based on influencing, interpreting, and implementing policy and practice within their organization. Responsible for developing the budget and managing within that budget. • Experience: Requires five or more years of previous related experience as an individual contributor and/or supervisor, with the typical incumbent possessing ten or more years of experience. • Education: Bachelor degree preferred. • Possible Titles: Manager or Department Manager • Supervision: Typically reports to a Strategic Manager.

Job Code	Title	Typical Duties & Responsibilities	Job Level
<u>RES-P4-A</u>	<u>Property Administrator</u>	<p>Manages airport/airport system's properties and facilities, including management of revenues, expenses, customer relationships, and contract administration. Responsible for maintaining tenant relations with local tenants. Ensures customer service standards are maintained and that revenue and expenses are in accordance with projected budgets. Responsible for the negotiation and interpretation of lease agreements, contracts, renewals, permits, and/or various property rights. May recommend substantive changes in work group processes or procedures. Resolves a variety of customer/tenant issues and takes lead in tenant interfaces. May have direct management responsibility for employees, generally in non-exempt positions. Typically reports into Manager Real Estate/Concessions (survey job no. RES-M1-A).</p> <p>Alternate Titles: Business Administrator; Associate Real Estate Manager; Property Manager</p>	<ul style="list-style-type: none"> • Specialist Level • Skill Level: Recognized internally as a specialist/resource/subject matter expert. • Assignments: Highly complex and specialized tasks. Responsible for the analysis, design and development of policies, plans, programs, objectives, or technical systems. • Experience: Requires six or more years of directly related experience, with the typical incumbent possessing nine to fifteen years of experience. Additional specialized knowledge in breadth and/or depth. All incumbents in this job family do not progress to this level. It is used on a business need basis. • Education: Typically requires Bachelor Degree. Post-graduate degree and/or certification may be required. • Supervision: Minimal supervision required. Typically provides working leadership or guidance to lower-level employees. • Population Distribution: 15% to 25%.
<u>RES-P3-A</u>	<u>Properties Specialist 2</u>	<p>Performs professional and analytical duties related to airports property management. Resolves problems related to the day-to-day property operations for the airport. Responsible for negotiating and preparing requests for proposals, lease documents, permits, agreements, and contracts. Researches and develops policies. Collects pertinent data and conducts comprehensive comparable value studies. Communicates and coordinates with attorneys, applicable departments, municipalities, and counties regarding compliance, lease development, and litigation. Develops, maintains and manages positive tenant relations and leases for airport properties.</p> <p>Alternate Titles: Contracts Administrator</p>	<ul style="list-style-type: none"> • Career Level • Skill Level: Fully Qualified for professional level activities. Has developed proficiency in knowledge and skills. • Assignments: Wide variety of complex tasks requiring discretion and the use of judgment and initiative. Participates in the analysis, design, development and implementation of policies, plans, programs, objectives, or technical systems. • Experience: Requires three to four years of directly related experience, with the typical incumbent possessing six to eight years of experience. • Education: Typically requires Bachelor degree. Post-graduate work may be required. • Supervision: General supervision required. May provide working leadership or guidance to lower-level employees. • Population Distribution: 40% to 60%, bulk of job family population.

Job Code	Title	Typical Duties & Responsibilities	Job Level
<u>RES-S3-A</u>	<u>Properties Specialist 1</u>	<p>Responsible for administration of routine lease and property issues. Assists in resolving problems related to the day-to-day property operations for the airport. Reviews and interprets leases, prepares drafts of bid documents, performs analysis of accounts receivable information and follows through with collection activities, coordinates terminal, concession, and non-terminal leasehold inspections.</p> <p>Alternate Titles: Leasing Assistant, Contracts Assistant, Leasing and Contracts Coordinator</p>	<ul style="list-style-type: none"> • Career Level • Skill Level: Fully qualified. Received relevant training. • Assignments: Moderately complicated tasks and activities requiring knowledge and skills, judgment, independent analysis and problem solving. • Experience: Requires three or more years of directly related experience, with the typical incumbent possessing five to eight years of experience. • Education: High School diploma or GED required in non-technical positions. In addition, typically requires some higher education or specialized training or certification in technical positions. • Supervision: Works with General supervision. May provide working leadership or guidance to lower-level employees. • Population Distribution: 40% to 60%, bulk of job family population.
<u>ENG-M1-A</u>	<u>Manager Airport Construction</u>	<p>Manages construction activities for the airport/airport system, including all capital improvements as well as repair and rehabilitation projects. Oversees all facets of construction management (including project scheduling, control and review) for the airport(s), working through professional and support staff and, typically, construction management firms in building and improving structures and infrastructure, airside and landside. Certification as a professional engineer (PE), certified construction manager (CCM) or equivalent certification may be required. Typically reports to senior management or executive leadership.</p> <p>Alternate Titles: Manager, Construction Department</p>	<ul style="list-style-type: none"> • Manager 1 • Assignments: Tactical in nature. Directly supervises daily work of individual contributors - Professional, Administration, Support and/or Technical Support OR manages through supervisor(s). Responsible for human resource actions such as hiring, termination, and discipline. Writes performance reviews and makes salary decisions. Responsible for budgetary development and monitoring for the area managed. Has a role based on influencing, interpreting, and implementing policy and practice within their organization. Responsible for developing the budget and managing within that budget. • Experience: Requires five or more years of previous related experience as an individual contributor and/or supervisor, with the typical incumbent possessing ten or more years of experience. • Education: Bachelor degree preferred. • Possible Titles: Manager or Department Manager • Supervision: Typically reports to a Strategic Manager.

Job Code	Title	Typical Duties & Responsibilities	Job Level
<u>ENG-P4-A</u>	<u>Airport Engineer</u>	<p>Performs professional engineering work as a project manager or a specialist in one or more engineering domains and represents the organization's interests on a full range of engineering/building projects with planning, design and/or construction of airport facilities or infrastructure. May be qualified in any engineering domain involved in construction, rehabilitation or repair of structures and infrastructure, such as civil/structural, mechanical and electrical engineering. Typically reports to middle management. Do not match this survey job with your position(s) unless a fully qualified engineer is required.</p> <p>Alternate Titles: Engineering Project Manager; Mechanical Engineer; Structural Engineer; Civil Engineer; Electrical Engineer; General Engineer</p>	<ul style="list-style-type: none"> • Specialist Level • Skill Level: Recognized internally as a specialist/resource/subject matter expert. • Assignments: Highly complex and specialized tasks. Responsible for the analysis, design and development of policies, plans, programs, objectives, or technical systems. • Experience: Requires six or more years of directly related experience, with the typical incumbent possessing nine to fifteen years of experience. Additional specialized knowledge in breadth and/or depth. All incumbents in this job family do not progress to this level. It is used on a business need basis. • Education: Typically requires Bachelor Degree. Post-graduate degree and/or certification may be required. • Supervision: Minimal supervision required. Typically provides working leadership or guidance to lower-level employees. • Population Distribution: 15% to 25%.
<u>ENG-S4-A</u>	<u>Construction Project Coordinator</u>	<p>Provides coordination and recordkeeping of all construction and engineering projects dealing with multiple departments and outside developers and contractors to ensure projects are done on time and per specifications. Facilitates and develops bid documents, project plans, and specifications and administratively supports all facets of construction projects. Provides information and responds to issues, participates in project meetings, files for funding, ensures project payments and accuracy of change orders and serves as secondary contact point for the projects. Typically reports into Manager Accounting (survey job no. FIN-M1-A) and works very closely with Manager Airport Construction (survey job no. ENG-M1-A).</p>	<ul style="list-style-type: none"> • Specialist Level • Skill Level: Specialized Knowledge of practices, concepts, systems or tools and/or processes. Recognized internally as a subject matter resource. • Assignments: Complex tasks requiring considerable judgment, independent analysis and decision making. Has detailed knowledge of the position and procedures. • Experience: Requires six or more years of directly related experience, with the typical incumbent possessing nine to fifteen years of experience. All incumbents in this job family do not progress to this level. It is used on a business need basis. • Education: Typically requires higher education and/or specialized training or certification. • Supervision: Requires minimal supervision. Typically provides working leadership or guidance to lower-level employees. • Population Distribution: 5% to 10%.

SECURITY/SAFETY

Job Code	Title	Typical Duties & Responsibilities	Job Level
<u>SEC-M3-A</u>	<u>Director Public Safety</u>	<p>Serves as the top public safety official for the airport/airport system. Directs public safety and security functions of the airport/airport system through senior or executive level management of (1) law enforcement consistent with federal regulations and applicable local regulations and (2) aircraft rescue and firefighting (ARFF) consistent with federal regulations and, as appropriate, applicable local regulations, as well as airport/airport system rules, policies and procedures. May include physical security, personnel security, structural firefighting, emergency medical services (EMS), emergency planning and other public safety functions. May or may not be a sworn officer. Public safety functions (1) and (2) may be performed on the frontline by sworn police officers/deputies and firefighters in traditional (distinct) jobs or in combined (sworn) public safety officer jobs. Typically reports to senior executive. Do not match this survey job with your position unless it is (a) senior or executive level and (b) has responsibility for functions (1) and (2), typically through a subordinate Police Chief and Fire Chief or Public Safety Chief. Typically a single incumbent position.</p> <p>Alternate Titles: Vice President for Public Safety; Director, Safety and Security; Chief Safety Officer</p>	<ul style="list-style-type: none"> • Manager 3 • Assignments: Strategic in nature, and is typically the functional leader (impacts/executes functional strategy). This level of management leads, decides, drives and integrates the management of the organization. Responsible for programs to achieve high-level business objectives established by top-level management. Achieves expense objectives within assigned area. Assists in the recruiting, training and development of employees. • Experience: May require fifteen or more years of previous related experience as a lower level manager and individual contributor, with the typical incumbent possessing fifteen to twenty years of experience. • Education: Master degree preferred. • Possible Titles: National Manager, Director, or Vice President • Supervision: Typically directly manages multiple second level strategic managers in the functional area of responsibility. Typically reports into the top functional executive.
<u>SEC-M1-A</u>	<u>Manager Airport Security</u>	<p>Ensures the airport's operational and program compliance with federal regulations and corresponding airport/airport system rules, policies and procedures that provide the basis for safe, secure, orderly and efficient airfield operations. Develops airport/airport system rules and procedures. Typically develops airport security and emergency plans. Ensures standards and compliances are met to maintain various security department accreditations and programs. May lead or supervise pass and identification badging functions as well as Transportation Security Administration Directives and background investigations. Typically reports to survey Director Public Safety (survey job no. SEC-M3-A). The key to matching this survey job is primary and special continuing responsibility for the airport's security under FAA and TSA regulations. If this responsibility rotates between positions, do not match them to this survey job.</p> <p>Alternate Titles: Aviation Security Manager; Security Administrator</p>	<ul style="list-style-type: none"> • Manager 1 • Assignments: Tactical in nature. Directly supervises daily work of individual contributors - Professional, Administration, Support and/or Technical Support OR manages through supervisor(s). Responsible for human resource actions such as hiring, termination, and discipline. Writes performance reviews and makes salary decisions. Responsible for budgetary development and monitoring for the area managed. Has a role based on influencing, interpreting, and implementing policy and practice within their organization. Responsible for developing the budget and managing within that budget. • Experience: Requires five or more years of previous related experience as an individual contributor and/or supervisor, with the typical incumbent possessing ten or more years of experience. • Education: Bachelor degree preferred. • Possible Titles: Manager or Department Manager • Supervision: Typically reports to a Strategic Manager.

Job Code	Title	Typical Duties & Responsibilities	Job Level
SEC-P4-A	<u>Emergency Preparedness Specialist</u>	<p>As the subject matter expert, develops, tests and evaluates procedures to optimize the airport/airport system’s preparedness to respond to any emergency or disaster. Coordinates with internal and external stakeholders in the development of airport emergency, irregular operation response, and business continuity plans. Designs, trains and conducts emergency exercises and drills. Performs quality assurance and quality control initiatives in order to ensure administrative and procedural activities undertaken fulfill goals. Coordinates the development of the emergency procedures manual, policies, standard operating procedures, checklist, and various emergency notification contact lists. Researches, recommends, procures and assesses resource solutions (people, equipment, services, software, etc.) that will optimize overall emergency preparedness. Represents airport/airport system’s interests in the alliance of emergency and irregular response plans with regulators, support agencies and other internal and external stakeholders. Do not match to this job if an incumbent incorporates these duties within another job.</p>	<ul style="list-style-type: none"> • Specialist Level • Skill Level: Recognized internally as a specialist/resource/subject matter expert. • Assignments: Highly complex and specialized tasks. Responsible for the analysis, design and development of policies, plans, programs, objectives, or technical systems. • Experience: Requires six or more years of directly related experience, with the typical incumbent possessing nine to fifteen years of experience. Additional specialized knowledge in breadth and/or depth. All incumbents in this job family do not progress to this level. It is used on a business need basis. • Education: Typically requires Bachelor Degree. Post-graduate degree and/or certification may be required. • Supervision: Minimal supervision required. Typically provides working leadership or guidance to lower-level employees. • Population Distribution: 15% to 25%.
SEC-S4-A	<u>Security Operations Specialist 2</u>	<p>Ensures compliance of operations and procedures with the Airport Security Program (ASP) mandates and security directives. Conducts inspections, compliance testing, evaluations and audits of operations and programs to ensure conformance with required security regulations. Coordinates daily operations with the security guard services to ensure compliance with standard operating procedures/Post Orders, the airport security program, applicable security directives and initiatives by Transportation Security Administration (TSA) or Canadian Air Transport Security Authority (CATSA). Resolves daily issues and address new initiatives. Facilitates requests for contract guard services for all departments. Investigates security requirement violations, determines appropriate enforcement actions and communicates to badge holders and company managers outlining required actions. Develops and implements security compliance programs and outreach to tenants to ensure they possess a working knowledge of security-related compliance requirements. Develops and reports statistical information regarding annual security violations to managers and stakeholders. Recommends new programs to mitigate violation trends. Position typically reports into Manager Airport Security (survey job no. SEC-M1-A).</p>	<ul style="list-style-type: none"> • Specialist Level • Skill Level: Specialized Knowledge of practices, concepts, systems or tools and/or processes. Recognized internally as a subject matter resource. • Assignments: Complex tasks requiring considerable judgment, independent analysis and decision making. Has detailed knowledge of the position and procedures. • Experience: Requires six or more years of directly related experience, with the typical incumbent possessing nine to fifteen years of experience. All incumbents in this job family do not progress to this level. It is used on a business need basis. • Education: High School diploma or GED required. In addition, typically requires higher education and/or specialized training or certification. • Supervision: Requires minimal supervision. Typically provides working leadership or guidance to lower-level employees. • Population Distribution: 5% to 10%.

Job Code	Title	Typical Duties & Responsibilities	Job Level
<u>SEC-S2-A</u>	<u>Security Operations Specialist</u> <u>1</u>	Follows established federal mandates to review, adjudicate, and approve Airport badge applicant's Criminal History Records Checks (CHRC) and Security Threat Assessments (STA). Administers compliance programs, audits and initiatives to enforce applicable regulations, directives and mandates. Conducts investigations to determine dispositions of criminal charges that appear on criminal history checks and adjudicates identity and immigration documents. Conducts daily and monthly STA data submissions. Creates, records, and maintains all-inclusive records for this process. Communicates changes or impacts to background check processes to affected stakeholders. Position typically reports into Manager Airport Security (survey job no. SEC-M1-A).	<ul style="list-style-type: none"> • Intermediate Level • Skill Level: Fully Trained • Assignments: Semi-routine tasks requiring some discretion and use of limited judgment and initiative. • Experience: Requires one or more years of directly related experience, with the typical incumbent possessing three to four years of experience. • Education: High School diploma or GED required in non-technical positions. In addition, may require some higher education or specialized training or certification in technical positions. • Supervision: Limited supervision with spot checks. • Population Distribution: 15% to 25%.
<u>SEC-M2-B</u>	<u>Public Safety Chief</u>	Serves as the top sworn official in charge of frontline public safety officers (who have combined law enforcement and ARFF duties). Manages operations through subordinate supervisors. Typically reports to Director Public Safety (survey job no. SEC-M3-A) or other senior management or executive leadership. Do not match this survey job with your position if your organization has a traditional job structure where law enforcement and firefighting functions are separate and distinct at the frontline service provider level. Typically a single incumbent position.	<ul style="list-style-type: none"> • Manager 2 • Assignments: Strategic in nature and may be the functional leader. This level of management takes a leading, deciding, driving and integrating approach to managing the organization. Plans programs to achieve high-level business objectives established by top-level management. Achieves expense objectives within assigned area. Assists in the recruiting, training and development of employees. May also have management responsibilities in secondary or related operations. • Experience: Requires eight to ten years of previous related experience as a first level manager and individual contributor, with the typical incumbent possessing twelve to fifteen years of experience. • Education: Bachelor degree. May require post-graduate degree. • Possible Titles: Senior Manager, Area Manager, Manager II, or Regional Manager • Supervision: Typically supervises one or more Tactical Managers in assigned functional area of responsibility. Reports to a higher level Strategic Manager, typically a functional leader.

Job Code	Title	Typical Duties & Responsibilities	Job Level
<u>SEC-M1-B</u>	<u>Public Safety Captain</u>	<p>Provides direct supervision and guidance to Public Safety Officers. Delegates work and responsibilities to firefighting personnel to achieve the efficient operation of the assignment, unit or shift. Assures and manages the provision of communication dispatch, law enforcement, traffic, fire protection, emergency medical care, escorts, and security. Assures that Aircraft Movement Areas are secure and in safe condition for aircraft operations. Ensures compliance with standard operating procedures, laws and ordinances and that felonies, misdemeanors, offenses, arrests and traffic accidents are properly described, documented and code. Reports to Public Safety Chief (survey job no. SEC-M2-B). Do not match this survey job if your organization has a traditional job structure where law enforcement and firefighting functions are separate and distinct at the frontline service provider level.</p> <p>Alternate Titles: Lieutenant; Commander</p>	<ul style="list-style-type: none"> • Manager 1 • Assignments: Tactical in nature. Directly supervises daily work of individual contributors - Professional, Administration, Support and/or Technical Support OR manages through supervisor(s). Responsible for human resource actions such as hiring, termination, and discipline. Writes performance reviews and makes salary decisions. Responsible for budgetary development and monitoring for the area managed. Has a role based on influencing, interpreting, and implementing policy and practice within their organization. Responsible for developing the budget and managing within that budget. • Experience: Requires five or more years of previous related experience as an individual contributor and/or supervisor, with the typical incumbent possessing ten or more years of experience. • Education: Bachelor degree preferred. • Possible Titles: Manager or Department Manager • Supervision: Typically reports to a Strategic Manager.
<u>SEC-S3-B</u>	<u>Public Safety Officer</u>	<p>Responsible for the safety and security of the airport/airport system including the provision of aircraft rescue and firefighting response and peace officer functions. Responds to all aviation emergencies, aircraft crash and rescue, firefighting and safety and security activities. Ensures compliance of work activities with mandated requirements; alerts and coordinates emergency and routine safety and security efforts with others; administers emergency medical treatment; completes safety and security inspections of facilities, access and egress; patrols parking lots, roadways gates and ramps; enforces compliance with regulations, codes and state law; provides assistance and information to the public; testifies in court during legal proceeding; may perform criminal, narcotics and drug enforcement investigations. Typically reports to the Public Safety Captain (survey job no. SEC-M1-B), but ultimately through the chain of command to the Public Safety Chief (survey job no. SEC-M2-B). Do not match this survey job with your position if your organization has a traditional job structure where law enforcement and firefighting functions are separate and distinct at the frontline service provider level.</p>	<ul style="list-style-type: none"> • Career Level • Skill Level: Fully qualified. Received relevant training. • Assignments: Moderately complicated tasks and activities requiring knowledge and skills, judgment, independent analysis and problem solving. • Experience: Requires three or more years of directly related experience, with the typical incumbent possessing five to eight years of experience. • Education: High School diploma or GED required in non-technical positions. In addition, typically requires some higher education or specialized training or certification in technical positions. • Supervision: Works with General supervision. May provide working leadership or guidance to lower-level employees. • Population Distribution: 40% to 60%, bulk of job family population.

Job Code	Title	Typical Duties & Responsibilities	Job Level
<u>SEC-M2-C</u>	<u>Airport Police Chief</u>	<p>Serves as the top sworn law enforcement official for the airport/airport system’s policing services. Manages all activities of the force of sworn police officers or deputies providing frontline law enforcement and security services for the organization through subordinate supervisors. Typically reports to Director Public Safety (survey job no. SEC-M3-A) or other senior management or executive leadership. Do not match this survey job if your position has off-airport law enforcement responsibilities for a city/county/state/or provincial. Typically a single incumbent position.</p> <p>Alternate Titles: Chief of Police; Marshall; Commander</p>	<ul style="list-style-type: none"> • Manager 2 • Assignments: Strategic in nature and may be the functional leader. This level of management takes a leading, deciding, driving and integrating approach to managing the organization. Plans programs to achieve high-level business objectives established by top-level management. Achieves expense objectives within assigned area. Assists in the recruiting, training and development of employees. May also have management responsibilities in secondary or related operations. • Experience: Requires eight to ten years of previous related experience as a first level manager and individual contributor, with the typical incumbent possessing twelve to fifteen years of experience. • Education: Bachelor degree. May require post-graduate degree. • Possible Titles: Senior Manager, Area Manager, Manager II, or Regional Manager • Supervision: Typically supervises one or more Tactical Managers in assigned functional area of responsibility. Reports to a higher level Strategic Manager, typically a functional leader.
<u>SEC-M1-C</u>	<u>Airport Police Captain</u>	<p>Provides supervision and guidance to airport/airport system Police Officers and Police Sergeants. Delegates work and responsibilities to police personnel to achieve the efficient operation of the assignment, unit or shift. Provides highly responsible and complex staff assistance to Airport Police Chief. May participate in the full variety of work performed by Airport Police Officers. In the absence of the Airport Police Chief this position assumes charge of police activities on the scene of civil disturbances, and other major emergencies or events. Typically reports directly to Airport Police Chief (survey job no. SEC-M2-C).</p> <p>Alternate title: Police Lieutenant; Section Commander</p>	<ul style="list-style-type: none"> • Manager 1 • Assignments: Tactical in nature. Directly supervises daily work of individual contributors - Professional, Administration, Support and/or Technical Support OR manages through supervisor(s). Responsible for human resource actions such as hiring, termination, and discipline. Writes performance reviews and makes salary decisions. Responsible for budgetary development and monitoring for the area managed. Has a role based on influencing, interpreting, and implementing policy and practice within their organization. Responsible for developing the budget and managing within that budget. • Experience: Requires five or more years of previous related experience as an individual contributor and/or supervisor, with the typical incumbent possessing ten or more years of experience. • Education: Bachelor degree preferred. • Possible Titles: Manager or Department Manager • Supervision: Typically reports to a Strategic Manager.

Job Code	Title	Typical Duties & Responsibilities	Job Level
<u>SEC-S5-C</u>	<u>Airport Police Sergeant</u>	Provides supervision and guidance to the airport/airport system Police Officers. Provides highly responsible and complex staff assistance to Airport Police Captain and/or Airport Police Chief. Frequently participates in the full variety of work performed by Airport Police Officers. Typically reports to Airport Police Captain (survey job no. SEC-M1-C) or directly to Airport Police Chief (survey job no. SEC-M2-C).	<ul style="list-style-type: none"> • Team Leader Level • Skill Level: Advanced specialized knowledge of systems or tools and/or processes. Plus proven leadership capabilities. Recognized internally as being in a leadership role. • Assignments: Primarily dedicated to the leadership of work teams. Continues to perform as an individual contributor completing advanced and complicated tasks requiring considerable judgment, independent analysis and decision making and detailed knowledge of the position and procedures. As Team Leader provides day-to-day tactical direction and guidance to lower level employees. Responsible for daily workloads. Does not have formal supervisor/management duties such as hiring, performance evaluation, or disciplinary responsibilities. • Experience: Requires nine or more years of directly related experience, with the typical incumbent possessing twelve years or more of experience. • Education: High School diploma or GED required. Also requires some higher education or specialized training or certification; including coursework in Leadership. • Supervision: Highly independent. Provides working leadership to one or more teams, but is not a Supervisor. • Population Distribution: Up to 5%. Small and exclusive population.
<u>SEC-S4-C</u>	<u>Airport Canine Handler</u>	With canine, conducts emergency and routine security sweeps for the detection or deterrence of explosive threats in the airport/airport system environment. Requires specialty training and certification in the management of canines dedicated to explosives detection. Patrols airport facilities in both the secure and non-secure areas to promptly respond to threats that affect public safety. Maintains liaison with airport operations, airport security and policing agencies. Responsible for ongoing canine training as mandated by the TSA or CATSA or another certification body to include wide and narrow body aircraft, terminal and luggage, freight, warehouse and vehicles. Responsible for care of the canine and the canine's habitat. Maintains necessary training records as identified by the TSA or CATSA or another certification body. Operates an employer issued vehicle equipped with a kennel to transport the canine to various work sites, veterinary visits and home. May report to the Airport Police Chief (survey job no. SEC-M2-C) or Director Public Safety (survey job no. SEC-M3-A).	<ul style="list-style-type: none"> • Specialist Level • Skill Level: Specialized Knowledge of practices, concepts, systems or tools and/or processes. Recognized internally as a subject matter resource. • Assignments: Complex tasks requiring considerable judgment, independent analysis and decision making. Has detailed knowledge of the position and procedures. • Experience: Requires six or more years of directly related experience, with the typical incumbent possessing nine to fifteen years of experience. All incumbents in this job family do not progress to this level. It is used on a business need basis. • Education: High School diploma or GED required. In addition, typically requires higher education and/or specialized training or certification. • Supervision: Requires minimal supervision. Typically provides working leadership or guidance to lower-level employees. • Population Distribution: 5% to 10%.

Job Code	Title	Typical Duties & Responsibilities	Job Level
<u>SEC-S3-C</u>	<u>Airport Police Officer</u>	Maintains public order, prevents crimes, enforces laws and ordinances and conducts investigations. Protects life and property and provides public safety within departmental policies and guidelines. Mediates disputes in civil or criminal matters, using sound judgment. Performs crowd and riot control activities, including evacuation. Works effectively with federal, state, provincial, county, and city governmental agencies. Performs tasks mandated by federal government pertaining to civil aviation security regulations. Typically reports to Airport Police Sergeant (survey job no. SEC-S5-C), but ultimately through chain of command to the Airport Police Chief (survey job no. SEC-M2-C). Do not match this survey job with your position unless it is organizationally located within the airport/airport system and has responsibility for public safety for the entire airport/airport system. Do not match this survey job if your position has primary off-airport law enforcement responsibilities for a city/county/state or provincial.	<ul style="list-style-type: none"> • Career Level • Skill Level: Fully qualified. Received relevant training. • Assignments: Moderately complicated tasks and activities requiring knowledge and skills, judgment, independent analysis and problem solving. • Experience: Requires three or more years of directly related experience, with the typical incumbent possessing five to eight years of experience. • Education: High School diploma or GED required in non-technical positions. In addition, typically requires some higher education or specialized training or certification in technical positions. • Supervision: Works with General supervision. May provide working leadership or guidance to lower-level employees. • Population Distribution: 40% to 60%, bulk of job family population.
<u>SSA-M2-A</u>	<u>Airport Fire Chief</u>	Serves as the top firefighter-qualified Aircraft Rescue Fire Fighting (ARFF) official for the airport/airport system. Manages airport firefighters providing ARFF services for the organization through subordinate supervisors. May also manage structural firefighting response and emergency medical services (EMS). Typically reports to Director Public Safety (survey job no. SEC-M3-A) or other senior management or executive leadership. Do not match this survey job if your position has off-airport fire, rescue or EMS responsibilities for a city/county/state/ or provincial. Typically a single incumbent position.	<ul style="list-style-type: none"> • Manager 2 • Assignments: Strategic in nature and may be the functional leader. This level of management takes a leading, deciding, driving and integrating approach to managing the organization. Plans programs to achieve high-level business objectives established by top-level management. Achieves expense objectives within assigned area. Assists in the recruiting, training and development of employees. May also have management responsibilities in secondary or related operations. • Experience: Requires eight to ten years of previous related experience as a first level manager and individual contributor, with the typical incumbent possessing twelve to fifteen years of experience. • Education: Bachelor degree. May require post-graduate degree. • Possible Titles: Senior Manager, Area Manager, Manager II, or Regional Manager

Job Code	Title	Typical Duties & Responsibilities	Job Level
<u>SSA-M1-A</u>	<u>Airport Fire Captain</u>	<p>Provides direct supervision and guidance to the airport/airport system Airport Fire Fighters and Airport Fire Lieutenants. Delegates work and responsibilities to firefighting personnel to achieve the efficient operation of the assignment, unit or shift. Provides highly responsible and complex staff assistance to Airport Fire Chief. May participate in the full variety of work performed by Fire Fighters. In the absence of the Airport Fire Chief this position assumes charge of Aircraft Rescue Fire Fighting (ARFF) services. Typically reports directly to Airport Fire Chief (survey job no. SSA-M2-A).</p> <p>Alternate Titles: Lieutenant; Assistant Fire Chief</p>	<ul style="list-style-type: none"> • Manager 1 • Assignments: Tactical in nature. Directly supervises daily work of individual contributors - Professional, Administration, Support and/or Technical Support OR manages through supervisor(s). Responsible for human resource actions such as hiring, termination, and discipline. Writes performance reviews and makes salary decisions. Responsible for budgetary development and monitoring for the area managed. Has a role based on influencing, interpreting, and implementing policy and practice within their organization. Responsible for developing the budget and managing within that budget. • Experience: Requires five or more years of previous related experience as an individual contributor and/or supervisor, with the typical incumbent possessing ten or more years of experience. • Education: Bachelor degree preferred. • Possible Titles: Manager or Department Manager • Supervision: Typically reports to a Strategic Manager.
<u>SSA-S5-A</u>	<u>Airport Fire Lieutenant</u>	<p>Provides supervision and guidance to the airport/airport system Airport Fire Fighters. Provides highly responsible and complex staff assistance to Airport Fire Captain and/or Airport Fire Chief. Frequently participates in the full variety of work performed by the Airport Fire Fighters. Typically reports to Airport Fire Captain (survey job no. SSA-M1-A) or directly to Airport Fire Chief (survey job no. SSA-M2-A).</p>	<ul style="list-style-type: none"> • Team Leader Level • Skill Level: Advanced specialized knowledge of systems or tools and/or processes. Plus proven leadership capabilities. Recognized internally as being in a leadership role. • Assignments: Primarily dedicated to the leadership of work teams. Continues to perform as an individual contributor completing advanced and complicated tasks requiring considerable judgment, independent analysis and decision making and detailed knowledge of the position and procedures. As Team Leader provides day-to-day tactical direction and guidance to lower level employees. Responsible for daily workloads. Does not have formal supervisor/management duties such as hiring, performance evaluation, or disciplinary responsibilities. • Experience: Requires nine or more years of directly related experience, with the typical incumbent possessing twelve years or more of experience. • Education: High School diploma or GED required. Also requires some higher education or specialized training or certification; including coursework in Leadership.

Job Code	Title	Typical Duties & Responsibilities	Job Level
SSA-S4-A	<u>Airport Fire Fighter Paramedic</u>	<p>Protects life and property from the effects of fire; performs firefighting, rescues, emergency medical, and fire prevention functions. Performs first aid and lifesaving Paramedic duties as required. Responds to and mitigates emergency medical calls. Requires Paramedic certification specific to local/state/federal jurisdiction which may include advanced training and education in order to administer medications, starts intravenous lines, provides advanced airway management and resuscitation and support of patients with significant problems such as heart attacks and traumas. Maintains apparatus and equipment for the airport/airport system. Drives and operates aircraft crash rescue and structural firefighting apparatus. Fights, controls, and extinguishes aircraft, structural, natural cover, miscellaneous fires and performs rescue operations. Maintains station facilities and minor maintenance repairs on all firefighting/paramedic apparatus. Inspects, maintains and recharges portable fire extinguishers. Performs building inspections and aircraft familiarization, tests fire hydrants and fire protection systems. Conducts tours and extinguisher training classes. May report to Airport Fire Lieutenant (survey job no. SSA-S5-A) or to Airport Fire Captain (survey job no. SSA-M1-A), but ultimately through the chain of command to the Airport Fire Chief (survey job no. SSA-M2-A). Match this job only if incumbents have and perform certified paramedic duties. If incumbents do not have this certification, match to Airport Fire Fighter (survey job no. SSA-S3-A). Do not match this survey job if your position has primary off-airport fire, rescue or EMS responsibilities for a city/county/state/or provincial.</p>	<ul style="list-style-type: none"> • Specialist Level • Skill Level: Specialized Knowledge of practices, concepts, systems or tools and/or processes. Recognized internally as a subject matter resource. • Assignments: Complex tasks requiring considerable judgment, independent analysis and decision making. Has detailed knowledge of the position and procedures. • Experience: Requires six or more years of directly related experience, with the typical incumbent possessing nine to fifteen years of experience. All incumbents in this job family do not progress to this level. It is used on a business need basis. • Education: High School diploma or GED required. In addition, typically requires higher education and/or specialized training or certification. • Supervision: Requires minimal supervision. Typically provides working leadership or guidance to lower-level employees. • Population Distribution: 5% to 10%.

Job Code	Title	Typical Duties & Responsibilities	Job Level
<u>SSA-S3-A</u>	<u>Airport Fire Fighter</u>	<p>Protects life and property from the effects of fire; performs firefighting, rescues, emergency medical, and fire prevention functions. Maintains apparatus and equipment for the airport/airport system. Drives and operates aircraft crash rescue and structural firefighting apparatus. Fights, controls, and extinguishes aircraft, structural, natural cover, miscellaneous fires and performs rescue operations. Maintains station facilities and minor maintenance repairs on all firefighting apparatus. Inspects, maintains and recharges portable fire extinguishers. Performs building inspections and aircraft familiarization, tests fire hydrants and fire protection systems. Conducts tours and extinguisher training classes. May require EMT (Emergency Medical Technician) certification and training. May be required to transport patients and provide them with basic emergency medical care within the guidelines of the certification. May report to Airport Fire Lieutenant (survey job no. SSA-S5-A) or to Airport Fire Captain (survey job no. SSA-M1-A), but ultimately through the chain of command to the Airport Fire Chief (survey job no. SSA-M2-A). Do not match this survey job if your position has primary off-airport fire, rescue or EMS responsibilities for a city/county/state/or provincial.</p>	<ul style="list-style-type: none"> • Career Level • Skill Level: Fully qualified. Received relevant training. • Assignments: Moderately complicated tasks and activities requiring knowledge and skills, judgment, independent analysis and problem solving. • Experience: Requires three or more years of directly related experience, with the typical incumbent possessing five to eight years of experience. • Education: High School diploma or GED required in non-technical positions. In addition, typically requires some higher education or specialized training or certification in technical positions. • Supervision: Works with General supervision. May provide working leadership or guidance to lower-level employees. • Population Distribution: 40% to 60%, bulk of job family population.
<u>HSE-P4-C</u>	<u>Safety Program Manager</u>	<p>Administers occupational safety and health programs for the airport/airport system. Develops and implements safety and loss control directives and procedures to prevent injuries, occupational illness, vehicular collisions, and damage to properties, equipment and materials. Conducts or supervises facilities inspections and accident investigations; ensures correction of deficiencies; and conducts root cause analyses to identify trends and high impact mitigation to improve overall safety performance. May administer the property/casualty program. Typically reports to middle management. Typically a single incumbent position.</p> <p>Alternate Titles: Safety and Loss Prevention Manager, Occupational and Health Specialist, Occupational Safety and Health Coordinator</p>	<ul style="list-style-type: none"> • Specialist Level • Skill Level: Recognized internally as a specialist/resource/subject matter expert. • Assignments: Highly complex and specialized tasks. Responsible for the analysis, design and development of policies, plans, programs, objectives, or technical systems. • Experience: Requires six or more years of directly related experience, with the typical incumbent possessing nine to fifteen years of experience. Additional specialized knowledge in breadth and/or depth. All incumbents in this job family do not progress to this level. It is used on a business need basis. • Education: Typically requires Bachelor Degree. Post-graduate degree and/or certification may be required. • Supervision: Minimal supervision required. Typically provides working leadership or guidance to lower-level employees. • Population Distribution: 15% to 25%.



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