



John C. Brantley, Airport Director

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ATTENTION APPLICANTS: A completed Raleigh-Durham Airport Authority application must be received, or postmarked, on or before the closing date indicated FOR EACH POSITION WHICH YOU WISH TO BE CONSIDERED. You may attach a resume if you wish; however, all questions on the Employment Application must be fully answered.

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June 25, 2009

COMMUNICATIONS CENTER SUPERINTENDENT: \$56,292-89,991

MINIMUM REQUIREMENTS: Graduation from a four-year college or university with a Bachelor's Degree, and five years related experience and/or training; or an equivalent combination of education and experience. Serves as a Telecommunicator in emergency or fill-in situations; receives calls and dispatches staff; maintains communications with emergency personnel; develops standard operating procedures and prepares procedure manuals; evaluates employees' job performance and makes recommendations for improvements and salary changes; administers personnel policies and procedures; prepares and administers the section's budget procures, inventories and assigns radios and radio system equipment; orders supplies and equipment for use in the Communications Center. Thorough knowledge of federal and state laws and Authority policies, rules, and regulations, especially in regard to Communication Center operations; thorough knowledge of methods, materials, and resources necessary to operate an Airport Communications Center; thorough knowledge of management, budget, and personnel practices and principles; ability to use sound judgment and react quickly and appropriately in crisis and emergency situations; ability to make sound decisions in solving problems on-site and with limited availability of supervision; ability to communicate effectively in oral and written forms; ability to supervise and coordinate airport communications personnel during emergency situations; ability to work effectively with Microsoft Word, Excel and PowerPoint software programs; knowledge and understanding necessary to effectively operate the Lenel Security Access Control, Intergraph, dispatch and other systems as may be implemented in the telecommunications Center; ability to develop and maintain effective working relationships with tenants, government agencies, other Authority departments, co-workers, management and the general public.

SPECIAL NECESSARY REQUIREMENTS: Must meet FBI security background investigation requirements as prescribed by the Transportation Security Administration; Certification as a DCI operator within 6 months of employment; Possession of a valid North Carolina Driver's License.

POSITION DUTIES: Plans, directs, organizes, monitors, supervises and evaluates the Communications Center section assuring 24/7 communications coverage for routine calls and emergency situations; reviews and makes recommendations for equipment needs; prepares work schedules for all telecommunication staff, accounting for holidays, vacation, training, vacancies and forecasted sickness and vacancies; assures communications center is always adequately staffed; conducts staff meetings to inform and coordinate various projects and procedural changes, organizational and departmental goals and objectives, and to facilitate joint information sharing, and team building; ensures emergency phone directories are current and up to date; develops protocol procedures for transcribing telephone, radio and video recordings of incidents and emergencies; develops, updates and maintains policies and procedures; ensures Authority departmental procedures are maintained and followed in Center's Computerized Intergraph System for proper notification; develops and updates notification procedures for both non-emergency and emergency situations; maintains emergency and non-emergency incident notification and communication records; ensures radio equipment is properly inventoried, distributed, maintained and programmed with assigned frequencies; recommends new hires, trains and evaluates Telecommunications staff; makes and implements personnel decisions in accordance with Human Resource policies; assures continued professional education and certifications of staff; develops section's budget recommendations; performs purchasing and other administrative duties; develops relationships with local 911 centers and public safety personnel to facilitate interagency responses to airport emergencies; works with other Airport departments/divisions to ensure appropriate communication responses between service units, airport tenants and the public. Performs various assigned duties as required **Closing Date: Open until filled.**