Job Title: Airport Operations Superintendent I/II
Job ID: 1700458
Salary Min: $83,033.60
Salary Max: $117,000.00
Full/Part Time: Full-Time
Regular/Temporary: Regular
Close Date: 04/17/2017

Apply at http://www.sanjoseca.gov/cityjobs/

About the Department

San José's quality of life is unsurpassed. Located roughly 50 miles south of San Francisco and 30 miles east of Pacific Coast beaches, the City is in a valley surrounded by the Diablo and Santa Cruz mountain ranges and enjoys an average of 300 days of sunshine a year. The City is readily accessible to the beaches along the California coast including Monterey and Carmel, Yosemite and Lake Tahoe in the Sierra Nevadas, Napa Valley, and the rich cultural life of the entire region. Universities in and near San José include San José State University, Santa Clara University, Stanford University, University of California at Berkeley, University of California at San Francisco, and University of California at Santa Cruz.

Those living and working in San José have access to the City's many attractions, cultural and performing arts, and recreational opportunities. A year-round calendar of festivals and celebrations supports the community spirit. Nearby open space provides easy access to mountain parks, trails, lakes, and streams. San José has received accolades for its living and working climate from publications including Business Week and Money Magazine, as well as other national media. Recently, Spering's Best Places rated San Jose #1 as the healthiest city in America.

The City of San José, the Capital of Silicon Valley, is one of the nation's best managed cities and one of the top ten cities in which to live, work, and do business. Moreover, San José is the center of cultural, government and economic activity for the region. The employees of the City of San José have embraced the following values: Integrity, Innovation, Excellence, Collaboration, Respect and Celebration. The City's Airport Department is seeking an individual whose values align with the values of the City's employees.

Norman Y. Mineta San José International Airport is located in San José, California's 3rd largest city and the nation's 10th largest city. The Airport is a self-supporting enterprise, owned and operated by the City of San José and has approximately 250 commercial arrivals and departures daily. For more information about the Norman Y. Mineta San José International Airport, visit http://www.sjc.org.

Position and Duties

The City of San José - Mineta San José International Airport is currently recruiting for an Airport Operations Superintendent I/II.

Airport Operations Superintendent I/II may be assigned to or rotate between the programs within the Airport Operations Division including Airside, Security and Landside. Programs within these sections include airfield operations, Manager-On-Duty, noise monitoring, terminal management, public parking, airport shuttle and ground transportation, parking and traffic control, security compliance, airport identification badging, emergency planning, general aviation and Airport Operations Center (AOC) functions.

This position may require the supervision of a large number of staff and requires an individual who can provide a high level of leadership and supervision. Additionally, the position may interact regularly with Airport customers, contractors, tenants, government agencies, and other City departments. Successful candidates must demonstrate excellent communication skills and the ability to handle confidential and sensitive information.

The Airport Operations Superintendent I/II positions typically work Monday through Friday day shifts, but may periodically work different shifts to ensure subordinate staff, covering twenty-four hours per day, seven days per week, including weekends and holidays has adequate supervision.

This position requires the ability to interpret complex regulations and a strong knowledge of various computer programs and software such as Microsoft Office as well as variety of proprietary computer systems, databases and software. A strong technical background or a demonstrated ability to learn new technology is preferred. Previous, demonstrated work experience in Airside Operations at a Certificated Commercial Service Airport is highly desired.

Minimum Qualifications

Any combination of education, training and experience equivalent to:

1. Airport Operations Superintendent I:

Bachelor's degree from an accredited college or university in Aviation Management, Business Administration, Public Administration or a closely related field AND four (4) years of experience in the aviation field, including two (2) years at the level of Airport Operations Supervisor I or higher. Aviation experience is typically gained by working for the following types of organizations: airport, airline, fixed based operator, airport related contractor, aviation related government agency or military aviation.

2. Airport Operations Superintendent II:

Bachelor's degree from an accredited college or university in Aviation Management, Business Administration, Public Administration or a closely related field AND two (2) certifications from an airport industry professional organization AND six (6) years of

experience in the aviation field, including two (2) years at the level of Airport Operations Superintendent I.

The job description for Airport Operations Supervisor can be found here; http://www.sanjoseca.gov/humanResources/spec/3524s005.htm

3. License/Certificates: Possession of a valid driver's license authorizing operation of a motor vehicle. Must also meet the Airport's Insurance Carriers requirements for coverage. Must obtain a Movement Area Driving Permit within three (3) months of entering position.

4. Employment Eligibility: Federal law requires all employees to provide verification of their eligibility to work in this country. Please be informed that the City of San José will not prepare or file a labor condition application with the Department of Labor. This Airport position requires a background check and a TSA Security check. The candidate must be fingerprinted and qualify under all applicable TSA and Airport regulations.

Competencies

The ideal candidate will possess the following competencies, as demonstrated in past and current employment history. Desirable competencies for this position include:

Job Expertise - demonstrates knowledge of and experience with applicable professional/technical principles and practices, Citywide and departmental procedures/policies and federal and state rules and regulations. Experience related to Transportation Security Regulations (TSR) 1542, Federal Aviation Administration Regulation Part 139 and Standard Industry Practices associated with Landside Operations is desirable.

Supervision - sets effective long and short-term goals based on a good understanding of management practices; establishes realistic priorities within available resources. Demonstrates the ability to handle disciplinary actions, hiring, training, scheduling, and evaluation of employee performance.

Communication Skills - communicates and listens effectively and responds in a timely, effective, positive and respectful manner; written reports and correspondence are accurate, complete, current; well-organized, legible, concise, neat, and in proper grammatical form.

Customer Service - approaches problem-solving by focusing on customers first; advocates for customer results point of view; demonstrates the ability to anticipate customers' needs and deliver services effectively and efficiently in a timely, accurate, respectful and friendly manner.

Decision Making - identifies and understands issues, problems, and opportunities; uses effective approaches for choosing a course of action or developing appropriate solutions.

Leadership - leads by example; serves as appropriate role model; demonstrates high ethical standards; Remains visible and approachable and interacts with others on a regular basis; promotes a cooperative work environment; encourages and rewards risk-taking,

allowing others to learn from mistakes.

Credibility/Meeting Ethical Standards - When confronted with ethical dilemmas, acts in a way that reflects relevant law, policy and procedures, agency values, and personal values.

Managing Risk - takes actions in which the benefits to the efficiency and effectiveness of service delivery are weighed against potential risks; creates a positive internal control environment by demonstrating support for the agency's internal program.

Team Work & Interpersonal Skills - demonstrates a positive attitude and flexibility along with the ability to develop effective relationships with co-workers and supervisors by helping others accomplish tasks and using collaboration and conflict resolution skills.

Technical Credibility - appropriately applies procedures, requirements, regulations, and policies to related service delivery or regulatory activities.

Computer Skills - experience with common business computer applications including but not limited to Microsoft Word, Excel, PowerPoint, Access, Outlook or similar applications. The ideal candidate will also be able to learn a variety of proprietary computer applications used by the Airport.

Selection Process

The selection process will consist of an evaluation of the applicant's training and experience based on the application, resume and answers to the job-specific questions. You must answer all job-specific questions and complete the Education/Work History section of the application in order to be considered for this vacancy or your application will be deemed incomplete and withheld from further consideration. Only those candidates whose backgrounds best match the positions will be forwarded to the interview phase of the selection process.

This recruitment may be used to fill multiple positions in Airport Operations. If you are interested in employment in this classification, you should apply to ensure you are considered for additional opportunities that may utilize the applicants from this recruitment.

E-MAIL WILL BE THE DEFAULT METHOD OF CORRESPONDENCE WITH APPLICANTS. TO ENSURE THAT YOU RECEIVE TIMELY NOTIFICATIONS REGARDING YOUR APPLICATION STATUS FOR THIS RECRUITMENT, PLEASE ENTER A PRIMARY E-MAIL ADDRESS WHEN SUBMITTING YOUR APPLICATION.

You will be prompted to respond to the following questions in the online application process:

1. Briefly describe your most recent job duties in an Airport position. Include what you feel was the most challenging part of the job and how you successfully faced those challenges.

2. This position may be working with and supervising staff that work nights, weekends, holidays and/or graveyard shifts. Please describe your experience working with varying shifts and what techniques you used to maintain information flow and staff coordination.

3. Please describe your experience supervising staff and include a description of a challenging personnel matter that you managed and the outcome of that situation.

4. Describe a program or system that you managed, including your specific responsibilities and the number of staff you supervised or lead. Please provide descriptions of meetings, staff reports, Board or Council actions taken that you were involved in to support your program.

5. Please describe your leadership and management style and how you engage, motivate, and encourage staff to maintain a high level of performance and customer service to both internal and external stakeholders.

If you have any questions regarding this opportunity, please contact Matt Shelton at 408-392-3603 or mshelton@sjc.org.

Employee Unit

Employees in this classification are represented by City Association of Management Personnel (CAMP).

If your online application was successfully submitted, you will receive an automatic confirmation email to the email address you provided. If you do not receive the confirmation, please email CityCareers@sanjoseca.gov and we will research the status of your application.