

**PANAMA CITY – BAY COUNTY AIRPORT AND INDUSTRIAL DISTRICT
NORTHWEST FLORIDA BEACHES INTERNATIONAL AIRPORT**

JOB DESCRIPTION

CLASSIFICATION: Airport Operations Center Technician

DEPARTMENT: Police

SUPERVISOR: Deputy Police Chief

EFFECTIVE DATE: October 1, 2024

PAY GRADE: 103 (\$38,561.95 - \$69,411.51)

PAY CLASSIFICATION: Non-Exempt

DEFINITION: Responsible for appropriate dissemination of emergency and non-emergency information received by telephone and various safety and security systems.

EXAMPLE OF DUTIES:

- Familiarity with airports and airport operations
- Operation of AMAG or similar Camera/Access Control and surveillance systems
- Ability to train and develop others on operational procedures and systems operations
- Operate and train operators on 800 MHz CRT Public Safety Communications System
- Dispatch Police, Fire and Medical response personnel, as well as Airport Operations and Airport Maintenance personnel, to emergency and non-emergency situations including aircraft emergencies
- Initiate emergency notification or re-call procedures
- Operate Florida and National Crime Information (FCIC/NCIC) computer system and relay information to Criminal Justice personnel when appropriate
- Receive and analyze information, prioritize calls and disseminate information to emergency or non-emergency personnel
- Record and/or activate pre-recorded emergency evacuation or public service messages through the audio paging system
- Maintain numerous operational and/or duty logs
- Perform routine airport paging and activate Airport Emergency Paging system, as needed
- Assist the traveling public and airport tenants with general information, flight information and operations support
- Perform clerical duties and badge issuance according to airport policy
- Conduct audits of related systems as directed
- Perform related activities as directed by the Airport Security Plan

- Customer Service as it applies to the full range of duties
- Perform other duties as assigned

The listed duties are illustrative and not intended to describe every function which may be performed by this job class. The omission of specific duties does not preclude management from assigning any duties not listed, if such duties are a logical assignment to the position.

QUALIFICATIONS: High school graduate and three years experience in operating computers, fire/security alarm systems, emergency dispatching in fire, rescue, medical or police operations, or an equivalent combination of education, training and experience. Must have a valid Florida Driver's License. Must be CPR certified (or obtain certification within one year of employment). Certification in Access Control Systems and camera systems preferred. Additional qualifications include the following:

- Must have operating knowledge of various computerized information systems
- Must have excellent hearing, sight and ability to speak clearly, distinctly and effectively
- Must be able to remain calm during emergencies/stressful situations and be able to make split-second decisions under pressure
- Must have the ability to prioritize multiple tasks and handle more than one task at a time
- Must understand techniques of telephone interrogation
- Must have knowledge of principles of emergency dispatch and triage, and coordination of multiple resources
- Must be able to work in a confined, high noise area with no scheduled meals or breaks
- Must work rotating shifts, weekends and holidays
- Must be able to type a minimum of 25 cwpm
- Familiarity with 800 MHz public safety systems and 911 computerized answering systems

MISCELLANEOUS REQUIREMENTS: Must pass pre-employment drug testing as well as periodic testing in accordance with airport policy; must pass a 10-year, fingerprint-based, criminal history records check as required by the Transportation Security Administration.