



# Example of Airport Operations Job Description

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Our company is growing rapidly and is looking to fill the role of airport operations. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for airport operations

- Other projects as assigned by Manager – Airport Operations Performance
- Daily operational involvement and support as inter-departmental liaison, with responsibility of maintaining customer service standards, monitoring current day staffing for operational needs, schedule review and implementation, and statistical and financial reporting and evaluation
- Provide leadership and direction for the Front Line Supervision and the agent group
- Facilitate informational sessions with the front line employee group
- Participate in the inter-departmental meetings and planning sessions
- Develop and implement policies and programs designed to retain and motivate employees and proactively encourage perfect attendance and operational performance
- Point of contact for assigned Above the Wing projects involving other departments
- Closely monitor on time performance to ensure we are maintaining required/expected levels of performance in the Domestic and International markets
- Maximize safe operational performance, financial controls, Overtime
- Management and frontline employee interaction and business/employee relationship development

## Qualifications for airport operations

- Pass a ten (10) year background check and pre-employment drug test when applicable
- Ability to review, and rapidly resolve customer service issues
- One year of airline industry experience
- Baggage systems operation and maintenance experience
- Operational Experience (Process Environment)