

**TBI Airport Management, Inc.  
Burbank Bob Hope Airport**

**Job Description**

## **Supervisor, Operations Communications Center**

**Reports to:** Operations Management

**Status:** Exempt

**Pay:** \$77,250 annual

**Schedule:** 9/80 work schedule (two rotations)  
Sun – Thurs 8:00 a.m. – 5:00 p.m. (every other Thurs off) or  
Tues – Sat 2:00 p.m. – 11:00 p.m. (every other Tues off)

**General Description:**

Under the direction of Operations Management, this supervisory position oversees the operations of the Airport Communications Center (ACC) for Hollywood Burbank Airport. The ACC is a multi-role center providing dispatch and other functions for the Airport Police, Fire, Operations, Maintenance, and other departments as well as a primary call center for stakeholders and uses various systems. Supervisor duties include scheduling, policy and procedure development, emergency planning and response, strategic planning, equipment and systems, and staff supervision and performance review.

**Essential Job Functions:**

Typical Tasks

- Develops and maintains accurate recordkeeping and training documentation.
- Develops and maintains policies and procedures, training, and guidance.
- Ensures compliance with CA DOJ, LA County Sheriff's Department, Federal Communications Commission (FCC) guidance, and regulations/rules, including training and record keeping.
- Responsible for day-to-day administration of the collective bargaining agreement as directed by the department director.
- Escorts vendors/contractors in air operations area, terminal, and landside as required.
- Maintains a variety of systems and equipment either exclusively or in collaboration with other departments, including but not limited to:
  - Access control systems
  - Building automation systems
  - Manage current FCC license on behalf of the Airport Authority.
  - California Law Enforcement Telecommunications Systems (CLETS/Justice Data Interface Controller (JDIC))
  - Digital video surveillance system
  - Emergency/mass notification system
  - Fire alarm and life safety systems
  - License plate recognition system
  - Public address and visual message system
  - Radio communication system
  - Telecommunication systems

- Other systems as assigned
- Represents the Communication Center in meetings and projects with internal and external stakeholders including other departments and tenants; serves as a liaison to City of Burbank, Verdugo Fire Communications Center, and other organizations on behalf of the Communications Center.
- Serves as on-call communications center supervisor.
- Supervises Operations Coordinators/Dispatchers, including 24/7 personnel schedule, PTO requests, callouts, emergencies, training, coaching, evaluation, discipline, and overtime as required.
- Performs Operations Coordinator/Dispatcher duties, as required.
- Performs other duties as assigned.

**Minimum Qualifications:**

Education and Experience:

- Graduation from accredited college or university with a bachelor's degree and minimum of 2 years' experience in law enforcement, fire department, or security dispatch environment; or equivalent combination of education and experience.
- Completion of POST 120 hr. Dispatcher Basic Course or must complete within 6 months of hire.
- Completion of POST 80 hr. Dispatch Supervisor Course or must completed within 12 months of hire.
- Completion of California Law Enforcement Telecommunications Training for trainers Courses CLETS T4T (Less than full Access) or must complete within 12 months of hire.

License and Special Requirements:

- Possession of a valid California Driver's License
- Complete and maintain Live Scan, CA DOJ clearance, and CLETS training.
- Obtain and maintain security clearance as required by role and TSA regulations.

**Supplemental Information:**

Knowledge of:

- Knowledge of principles and practices of a communications center.
- Knowledge of 14 CFR Part 139 and 49 CFR Part 1542 and how it applies to this position.
- Administrative and clerical procedures and systems.

Skills to:

- Operate modern office equipment.
- Operate/utilize complex computers, equipment, software, and systems.
- Safely operate Authority vehicles and safely work around aircraft, moving equipment, and facility environments.
- Troubleshoot basic computer and software systems that are critical to Communication Center Systems.
- Serve as system administrator of computer equipment, software, and systems.

Ability to:

- Analyze and interpret information.
- Communicate clearly over telephone and radio systems.
- Establish and maintain effective working relationships.
- Express oneself clearly, both in oral and written form.
- Follow written and oral instructions.

- Initiate and take ownership of projects.
- Multi-task, maintain situational awareness, and effectively respond to emergency/irregular situations in a calm and controlled manner.
- Prepare clear, concise, and comprehensive reports, records, correspondence, and other written materials.
- Read and comprehend all relevant guidance, regulations, rules, technical material, and other documents.
- Supervise, motivate, evaluate, coach and train personnel.
- Work effectively in groups and as an individual.

**Interested candidates may apply by clicking the link below and completing on the online assessments:**

<https://www.ondemandassessment.com/link/index/JB-UHQK8DTNC?source=HB-Website&u=137146>