



Department	Operations
Position Title	Supervisor – Landside Operations
Grade	9
Reports To	Manager – Landside Operations
FLSA	Exempt
Approved Date	June 27, 2006
Revised Date	October 11, 2021
Purpose	Supervision of Parking and Shuttle operations, Ground Transportation curbside operations, Revenue Control system operations, and Airport Rules and Regulations for these areas.
Duties & Activities	Schedule hours of work, breaks, lunches, vacations, and holidays to ensure the highest level of customer service, especially during peak flight times.
	Responsible for the supervision, training, scheduling, selection, evaluation, and motivation of the Ground Transportation and parking staff.
	Make a daily inspection of all parking lots, facilities, and equipment for cleanliness, proper use, and public safety issues. Take appropriate corrective action as needed.
	Maintain time and attendance, revenue control, lot inventory and other statistical records as required.
	Supervise daily audit process and monies on hand (Safe Fund).
	Manage issuance/inventory of AVI tags for Commuter, Employee and East Manager Lots.
	Monitors Ground Transportation curb and service providers for compliance with Airport rules and regulations.
	Maintains regular and punctual attendance. Works extended hours, outside of regular shift schedule, as required by operational needs.
	Respond to and assist with Airport emergencies. Perform other duties as assigned.
Role Definition	Supervisor/Manager
# of Direct Reports	Up to 24
# of Indirect Reports	1

<i>Budget Responsibilities</i>	None
<i>Education & Experience</i>	Bachelor's degree from four-year college or university and 1 to 2 years related experience and/or training, to include supervising the daily work of others; or equivalent combination of education and experience.
<i>Language Skills</i>	Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.
<i>Math Skills</i>	Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
<i>Reasoning Ability</i>	Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.
<i>Computer Skills</i>	Basic word processing and/or spreadsheet experience.
<i>Technical/Trade Skills</i>	None
<i>Interpersonal Skills</i>	Typically requires highly developed interpersonal skills for dealing with sensitive or controversial situations.
<i>Licenses/Certifications</i>	Valid Driver's License and clean driving record history is required.
<i>Physical Effort</i>	Intermittent periods of standing or walking. Regular lifting, handling, and/or carrying objects of moderate weight (8 - 20 pounds).
<i>Job Environment</i>	Typically in a comfortable environment but with regular exposure to factors such as temperature extremes, inclement weather, moving machinery, loud noise, and fumes that cause noticeable discomfort or a moderate risk of accident or illness.
<i>Job Hazards</i>	There is regular exposure to conditions which are unpredictable or uncertain and possibly result in risk of personal injury. This is a safety sensitive position that requires employees to be alert at all times. Any work performed while under the influence of marijuana, alcohol or other controlled substances may constitute a threat to public health or safety.
<i>Job Pressures</i>	Under regular pressure to meet deadlines, quotas and/or must frequently deal with unpleasant issues related to people or situations.