Position Title	Airport Operations Manager	**Department**	La Crosse Regional Airport
FLSA	Exempt	**Reports To**	Director of La Crosse Regional Airport
Pay Grade	13	**Unit**	Non-represented

Purpose of Position

This position provides direct supervision and leadership for Airport Operations Coordinators and ensures the safe, secure, and efficient operation of the La Crosse Regional Airport. The Airport Operations Manager oversees day-to-day airfield operations, airport security, and emergency preparedness in a highly regulated setting subject to the requirements of the Federal Aviation Administration (FAA), Transportation Security Administration (TSA), and other State and Federal agencies.

Work is performed under the limited direction of the Deputy Director – Airport and Director of the La Crosse Regional Airport.

Essential Duties & Responsibilities

The following duties are normal for this position. The duties and responsibilities are not to be construed as exclusive or all-inclusive. Other duties may be required and/or assigned.

- Assigns, coordinates, schedules, and supervises the daily work of Airport Operations Coordinators; monitors work quality, evaluates performance, provides training, and recommends or administers corrective action as appropriate.
- Represents airport management in the absence of higher authority, particularly in interactions with tenants, the public airlines, and regulatory agencies to ensure safe and efficient airport operations.
- Oversees airfield operations and conducts, reviews, or assigns inspections of runways, taxiways, ramps, safety areas, lighting, signage, fencing, and gates; ensures discrepancies are documented and corrective actions are initiated.
- Ensures compliance with 14 CFR Part 139 and 49 CFR Parts 1540 and 1542, and other applicable Federal, State, and local regulations, policies, and procedures.
- Issues and reviews Notices to Airmen (NOTAMs), Field Condition (FICON) reports, and other operational notifications; authorizes partial or full airport closures when necessary.
- Coordinates aircraft parking, gate assignments, and operational responses for diversions, irregular operations, emergencies, and special events.
- Operates light, medium, and heavy-duty equipment, including Aircraft Rescue Firefighting (ARFF) apparatus and support equipment, and ensures subordinate staff are properly trained.
- Responds to aircraft incidents, accidents, security events, and other emergencies; implements Airport Emergency Plan and Airport Security Program measures until relieved by appropriate authority.
- Trains internal staff and external airport users on drivers training program, conducts classroom training and testing, field training and testing, and maintains records.
- Provides initial and recurrent training to internal staff on FAA and Department of Homeland Security (DHS) mandated and/or recommended regulations. Develops lesson plans, presents materials and maintains records of training accomplished.
- Conducts the annual Airport Emergency Plan review and coordinates required tabletop and tri-annual full-scale emergency exercises in concert with airport staff and mutual aid agencies.
- Coordinates snow and ice control activities in accordance with the airport Snow and Ice Control Plan and ensures adequate staffing and resource deployment.

- Serves as, or acts as alternate to, the Airport Security Coordinator; oversees airport security, public safety, and aircraft rescue firefighting (ARFF) readiness, including training compliance and incident response. Monitors and responds to access control alarms.
- Monitors security operations during routine conditions, construction projects, special events, and periods of modified access control; investigates and documents security breaches or violations.
- Assists law enforcement and regulatory agencies with investigations, including the FAA, TSA, and National Transportation Safety Board (NTSB), as required.
- Plans and directs day-to-day operational programs related to airfield activities, weather observations, emergency preparedness, and coordination of airport assets.
- Maintains advanced knowledge of air traffic control terminology and radio procedures to ensure effective communication with air traffic control during routine and emergency operations.
- Conducts or oversees weather observations and reporting and ensures continuity of observations during automated system outages.
- Maintains accurate operational logs, inspection records, incident reports, and departmental documentation; forwards reports to appropriate agencies as required.
- Administers and supports the airport Wildlife Hazard Management Plan, including coordination of wildlife hazard mitigation activities, documentation and reporting requirements, and applying for, obtaining, and maintaining all associated Federal, State, and local permits necessary to implement the plan.
- Issues service requests and coordinates with the Airport Maintenance Manager to prioritize airfield and operational maintenance tasks; monitors progress and follow-up.
- Assists in the development and implementation of the Airport Capital Improvement Program and participates in project coordination and construction meetings as assigned.
- Participates in the Operations and Maintenance budget process by compiling information, providing recommendations, and monitoring compliance with approved budgets.
- Assists the Airport Director and Deputy Director – Airport in evaluating and updating operational policies, procedures, and standard operating guidelines.
- Participates in recruitment, onboarding, scheduling, and timecard approval for Airport Operations staff in accordance with established policies.
- Provides initial and recurrent training to operations staff on FAA, DHS, TSA, and airport-specific requirements when qualified to do so.
- Performs airport operations and ARFF duties as required by staffing levels, operational needs, or emergency situations.
- Maintains confidentiality of proprietary information and employee personnel and medical records.
- Maintains regular and predictable on-site attendance and availability during emergencies, inclement weather, and special operational needs.
- Works variable shifts, including nights, weekends, and holidays, as required to meet operational and supervisory responsibilities.

Additional Duties & Responsibilities

While the following tasks are necessary for the work of the department, they are not an essential part of the purpose of this position and may also be performed by other department staff.

- Performs snow removal and related airfield operations duties as assigned.
- Assists law enforcement agencies with airport-related security investigations when requested.
- Responds to customer inquiries, complaints, and concerns or refers matters to appropriate staff or agencies.
- May issue citations or parking violations on airport property as authorized.
- Performs minor preventive maintenance and light operational maintenance tasks, including basic facility upkeep and ARFF station housekeeping.
- Assists in maintaining and updating the Airport Emergency Plan, Airport Certification Manual, Airport Security Program, Pandemic Plan, Tarmac Delay Plan, and Safety Management System as related to airport operations.
- Attends training as assigned.
- Performs related duties as assigned.

Minimum Training & Experience Requirements

- High School Diploma or equivalent required.
- FAR Part 139 Aircraft Rescue Firefighting (ARFF) Certification, and FEMA ICS-100/200/700 required.

- Bachelor's degree in Aviation Management, Emergency Management, or related field preferred.
- Four (4) to six (6) years of progressive experience in airport operations or related field, including supervisory responsibilities or demonstrated leadership experience.
- Must demonstrate proficient use of computers, to include word processors, spreadsheets, and specialized systems such as the NOTAM Management Service.
- Valid, unrestricted driver's license required.
- Airport Certified Employee or Certified Member from the American Association of Airport Executives required within one (1) year of hire.
- Ability to pass a background check to obtain and maintain a Security Identification Display Area (SIDA) badge is required for airport access.

Physical & Mental Requirements

Language Ability and Interpersonal Communication

- Ability to comprehend and interpret a variety of documents including: Local Ordinances, state statues, training reports, emergency and security directives and manuals, policy and procedure manuals, FAA and TSA regulations, and other data.
- Ability to prepare a variety of documents including annual reports, various financial forms, journal and inspections forms, etc.
- Ability to analyze and categorize data and information in order to determine the relationship of the data with reference to established criteria/standards. Ability to compare, count, differentiate, measure, assemble, copy and record information. Ability to classify, compute and tabulate data.
- Ability to utilize a wide variety of descriptive data and information such as regulations, invoices, time sheets, billing statements, statistical summaries, meeting agendas, meeting minutes, FAA manuals, regulations, employee handbook, work schedules, non-routine correspondence and computer software operating manuals.
- Communicate in writing and orally in a clear manner with employees and members of the public, representatives of the FAA, TSA, NTSB, and other law enforcement agencies, including the Secret Service, State Troopers, and local law enforcement.
- Ability to counsel, treat, mediate, and/or provide first line supervision. Ability to persuade, convince, and train others. Ability to advise and provide interpretation regarding the application of policies, procedures, and standards to specific situations.

Mathematical Ability

- Ability to calculate addition, subtraction, multiplication, division, percentages, fractions, decimals, volumes, ratios, present values and spatial relationships. Ability to interpret basic descriptive statistical reports.

Judgement and Situational Reasoning Ability

- Ability to use functional reasoning and apply rational judgment in performing diversified work activities.
- High ability to exercise the judgment, decisiveness, and creativity required in situations involving the evaluation of information against sensory and/or judgmental criteria, as opposed to criteria which are clearly measurable.
- Ability to maintain professionalism, integrity, and credibility in confrontational situations.

Physical Ability

- Ability to operate, maneuver and/or steer equipment and machinery requiring simple or continuous adjustments such as motor vehicles, aircraft rescue firefighting apparatus, aircraft rescue firefighting equipment and tools, radio communication equipment, computer terminal, telephone/cellphone, photocopier, camera and badging systems.
- Ability to coordinate eyes, hands, feet and limbs in performing movements requiring high skills such as using long firearms and pyrotechnics.
- Ability to exert physical effort in work, typically involving some combination of climbing, crawling, stooping, kneeling, crouching, lifting, carrying, pushing and pulling.

- Ability to recognize and identify degrees of similarities or differences between characteristics of colors, shapes, sounds and odors associated with job-related objects, materials, and tasks.
- Ability to visualize aircraft position and flight path.
- Ability to sustain prolonged visual and audio concentration.

Environmental Adaptability

- Ability to work under conditions which require exposure to environmental factors such as temperature variations and extremes, loud sounds, odors, toxic agents, machinery, traffic hazards, wetness and /or dust. This exposure may cause some discomfort and presents a risk of injury.

The City of La Crosse is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.