

# TBI US Operations, Inc.

## Job Description

# Operations Coordinator

**Reporting to:** Operations Supervisor/Duty Manager

**Location:** Orlando Sanford International Airport  
Sanford, FL

### General Responsibilities:

Under direction of the Operations Supervisor/Duty Manager, the Operations Coordinator performs the daily safety and security operations of the areas managed by TBI entities at the Orlando Sanford International Airport. These areas generally include all terminal and landside facilities, including without limitation Terminal A, Terminal B, the public parking facilities and the commercial aircraft parking ramp.

### Major Responsibilities and Functions:

- Provide safe terminal and ramp management
- Assure compliance with minimum standards and regulations relating to all tenants
- Record aircraft arrivals, departures and other data for billing purposes
- Maintain working environment and equipment in clean, neat and orderly manner
- Respond and coordinate security and emergency incidents, including those emergencies that occur off duty hours
- Enforce construction rules and contractor compliance
- Act as liaison between all airlines, tenants, contractors and federal agencies
- Perform administrative duties, data entry and report writing as requested
- Make notifications for service of ad hoc airline flights and other related activity
- Provide customer service to passengers, tenants, contractors and airlines
- Receive and prioritize work order requests for equipment and building facility maintenance
- Perform facility and systems inspections
- Report and collect applicable fees for services
- Resolve conflicts between parties or issues
- Prepare written and oral reports on operations and incidents as needed
- Perform other tasks as may be assigned

### Health and Safety Responsibilities:

- Take all reasonable and necessary precautions to ensure personal health and safety, as well as that of co-workers and any other person(s).
- Report immediately to management, all unsafe and unhealthy conditions.
- Report immediately to management, all occurrences that cause injury or damage to any person or property.
- Comply with TBI's Environmental Safety and Health program and procedures.

**Qualifications:**

- Must possess required knowledge, skills, abilities and experience and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.
- High school diploma required. Four-year degree in aviation management, operations management, business administration, public administration, or a related field preferred.
- Through in-house training must be able to qualify for the following: performance of airport-related first aid, basic fire extinguisher training and all other company procedures and programs.
- Excellent, proven interpersonal, verbal and written communication skills and ability to interact and represent the company with airport tenants, state and federal authorities, and other organizations on a professional level.
- Must possess a valid Florida driver's license and an acceptable driving record.
- Ability to establish and maintain good working relationships with other TBI employees, airline employees and Customs and Border Protection officers.
- General knowledge of computer applications, software and hardware.

**Working Conditions:****Physical Effort:**

While performing the duties of the position, the employee is regularly required to sit, stand and walk for extended periods of time throughout the course of daily activities. The employee is regularly required to climb, lift, balance, stoop, kneel, crouch or crawl.

**Mental Effort:**

The Operations Coordinator works in a busy airport environment with constant interpersonal interaction with people of varying levels of sophistication. The work day is subject to frequent interruptions and distractions. Therefore, the ability to manage conflicting priorities and associated stress is critical to position success. Stress associated with responding to/solving issues, inquiries and/or complaints from employees, passengers, airport tenants and regulatory agencies. Operations are dynamic and situations may require immediate attention. This position has high exposure to the public and requires a professional approach and demeanor under all conditions. It also requires a genuine willingness to assist persons with a wide range of requests and needs, including individuals with disabilities.

**Normal Working Hours:**

The normal working hours for this position will vary by shift. Coverage will be provided on a 24-hour basis in continuous and overlapping eight (8) hour shifts.