

JACKSON MUNICIPAL AIRPORT AUTHORITY
Connecting Jackson to the world, and the world to Jackson

JOB DESCRIPTION

<i>Job Title</i>	Communications Officer	<i>Job Code</i>	11	<i>FLSA</i>	Hourly
<i>Job Family</i>	Administrative Support	<i>Grade</i>		14	
<i>Department</i>	Communications & Badging	<i>Created Date</i>		9-1-2016	
<i>Reports to</i>	Supervisor, Communications & Administration (Badging)	<i>Revised Date</i>			

JOB SUMMARY

To perform a variety of duties in support of the Airport's communications, safety and security systems including operating the airport radio communications system, monitoring the security surveillance and safety systems and related alarms, dispatching police officers, security personnel, operations and maintenance personnel, answering telephone calls and operating the airport paging system; and to perform clerical duties related to the security and communications systems as assigned.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Answer airport switchboard and direct calls to the appropriate personnel; receive and transmit emergency and non-emergency calls.
- Enters, updates and retrieves license information from the National Crime Information Computer (NCIC); enter and update information in the airport, security system computer.
- Answer airport switchboard and direct calls to the appropriate personnel; receive and transmit emergency and non-emergency calls.
- Monitor closed circuit television cameras for the airport security surveillance system; alert police officers as necessary regarding actual or potential incidents or problems.
- Monitor security alarms throughout the airport terminal and grounds; notify appropriate personnel in the event of an alarm.
- Maintain contact with police, and security personnel on duty; maintain status and location of personnel via radio system.
- Monitor the operation of the airport public courtesy telephone system; operate paging system within the airport; page passengers and employees as requested.
- Notify appropriate airport staff and outside agencies during airport emergencies maintain clear communication between all parties to ensure coordination of efforts.
- Perform a variety of clerical work including typing reports and entering data into a computer.
- Perform related duties and responsibilities as required.
- May perform other duties as assigned.

LEADERSHIP AND SUPERVISORY

- The position receives general supervision from the Communications Supervisor and/or the ranking member of the Airport Police Department on duty.
- This position does not have supervisory/leadership responsibilities.

EDUCATION & EXPERIENCE (including required licenses or certifications)

- High School diploma or equivalent
- Knowledge of computer and basic business software.
- Strong customer relations skills.
- NCIC Certificate
- Mississippi and National Dispatch Certificate
- FEMA Certification
- CPR License
- Digicast Certificate
- Have or be able to obtain a Mississippi Driver's License.

COMPETENCIES

Employee Core

- *Customer Focus* - The ability to proactively meet the needs of internal and external customers in order to provide best-in-class customer experiences.
- *Continuous Improvement* - The knowledge of goal setting and measuring performance in order to improve processes and procedures.
- *Communication* - The ability to express thoughts effectively to encourage productive dialogue and generate useful information.
- *Collaboration* - The ability to work cooperatively with others to build the strength of the team.
- *Commitment* – The ability to take personal responsibility due to one's sense of ownership and pride in the Authority.

Job-Specific Knowledge, Skills & Abilities

- Ability to perform multiple tasks, each requiring close attention, simultaneously.
Monitor security cameras and alarms
Answer phone calls and forward calls to the appropriate party.
Handle both emergency and non-emergency calls.
Document activity
Dispatch assistance as needed.
- Ability to maintain positive customer relationships at all times.
- Ability to remain attentive to the job for long periods of time without interruption.

ENVIRONMENT & WORKING CONDITIONS

- The work is performed in a controlled environment.
- The work required continual sitting, monitoring security screens.

PHYSICAL DEMANDS (including requirements for travel or working nights/weekends/holidays)

Requires:

- Audio visual capabilities are necessary to operate monitoring equipment and to initiate radio and phone communications.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties of this job.

****WE ARE AN EQUAL OPPORTUNITY EMPLOYER****

EOE, M/F, D/V

APPLICANT DATA RECORD

All applicants are considered for the applied position without regard to race, color, religion, sex, national origin, age, marital status, veteran status, disability (if performance ability coincides with job requirements), or any other legally protected status.

Solely to help us comply with government record keeping, reporting and other legal requirements, we ask that you complete this Applicant Data Record. We appreciate your cooperation. The completion of this Data Record is optional. If you choose to volunteer the requested information, please note that all Data Records are kept in a Confidential File and are not a part of your Application for Employment or your personnel file. Periodic Reports are made to the government on the following information.

YOUR COOPERATION IS VOLUNTARY. INCLUSION OR EXCLUSION OF ANY DATA WILL NOT AFFECT ANY EMPLOYMENT DECISION.

Position Applied For:	Today's Date:
Name (Last) (First) (MI)	Social Security Number:
Address:	Telephone Number:
City State Zip	Date of Birth
Check One: <input type="checkbox"/> Male <input type="checkbox"/> Female	
Check one of the following: (Ethnic Origin)	
<input type="checkbox"/> White <input type="checkbox"/> Hispanic <input type="checkbox"/> American Indian/Alaskan Native	
<input type="checkbox"/> African American <input type="checkbox"/> Asian/Pacific Islander <input type="checkbox"/> Other _____	
Marital Status: <input type="checkbox"/> Married <input type="checkbox"/> Single	
Referral Source: <input type="checkbox"/> College/Tech School <input type="checkbox"/> Newspaper <input type="checkbox"/> Employment Agency	
<input type="checkbox"/> Walk-In <input type="checkbox"/> Friend/Relative <input type="checkbox"/> Other-Specify _____	



100 INTERNATIONAL DRIVE SUITE 300
JACKSON, MISSISSIPPI 39208

Application For Employment
(Please Print or Type in Black Ink)

WE ARE AN EQUAL OPPORTUNITY EMPLOYER

Applicants are considered for all positions without regard to race, religion, gender, national origin, age, veteran status, the presence of a non-job related physical or mental condition, handicap, or disability, or any other legally protected status. If you require accommodation or assistance in completing this application or in any stage of the employment process, please let us know.

APPLICATION FOR: Communications Officer

ADVERTISEMENT PERIOD: 1/23/19 - 1/31/19

PERSONAL
NAME (Last) (First) (Middle Initial)
ADDRESS (Street Address) (City) (State) (Zip)
HOME PHONE NO. () ALTERNATE PHONE NO. ()
SOCIAL SECURITY # EMAIL
DRIVER LICENSE # Class Expiration State

When will you be available to begin if selected for the position?

Are you available to work shifts? Yes No

Are you authorized to work in the U.S. on an unrestricted basis? Yes No

(Proof of citizenship or immigration status will be required upon employment)

Have you ever been employed with JMAA before? Yes No

If yes, give dates

Have you ever been convicted of a crime other than minor traffic violations? Yes No

If yes, state nature of offense, when, where and disposition

(A conviction will not necessarily disqualify an applicant from employment)

Do you have any relatives presently employed by the Jackson Municipal Airport Authority? Yes No

If yes, list names and relationship

Employment with the Jackson Municipal Airport Authority is contingent upon the ability to be granted and maintain ID/secure media badge as regulated by TSA, and a valid drivers license and motor vehicle report in compliance with JMAA's Drivers Policy. A comprehensive pre-employment background check includes an education/experience investigation, a medical physical exam, a drug/alcohol screen, a motor vehicle report and a fingerprint-based criminal history record check.

NAME: _____ SOCIAL SECURITY NO.: _____

Education & Training

	High School			College/Technical/Business				Graduate School				
School Name & Location												
Years Completed (Circle)	9 12	10	11	1	2	3	4	1	2	3	4	5
Diploma/Degree (Verification of education required) Describe Course of Study:												
Describe Specialized Training, Apprenticeships, Skills, Extra-Curricular Activities, Foreign Languages:												

Employment Experience

Start with your present or last job. If unemployed, start with your immediate past employment. Be specific and complete. Include military service assignments and volunteer activities. Any military service must be documented by providing a DD214 along with this application. Exclude organizational names that indicate race, color, religion, gender, national origin, disabilities or other protected status. Explain any gaps between employments. Failure to explain any gaps in employment will be justification for your disqualification from the selection process. Use additional sheets if necessary.

Your Job Title _____ _____	Telephone No. (_____) _____
Company Name _____	Employed (Indicate Month, Day and Year)
Address _____ _____	From _____ To _____
Name of Supervisor _____	Annual Salary Start _____ Last _____
Describe Your Duties _____ _____ _____	Reason for Leaving _____
_____	May We Contact This Employer? Yes <input type="checkbox"/> No <input type="checkbox"/>
_____	If No, Please Explain _____
Full Time _____ Part-Time _____	

NAME: _____ SOCIAL SECURITY NO.: _____

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Describe Your Duties _____ _____ _____ _____	Reason for Leaving
_____	May We Contact This Employer? Yes <input type="checkbox"/> No <input type="checkbox"/>
_____	If No, Please Explain

Full Time _____	Part-Time _____

Additional Skills

State any additional information you feel may be helpful to us in considering your application.

Indicate any professional licenses or certificates, license numbers, their expiration dates and issuing agency.
