

TAHOE TRUCKEE AIRPORT DISTRICT

Job Description

NOISE ANNOYANCE, EVENT, & COMMUNICATIONS TECHNICIAN (PART-TIME)

FLSA: NON-EXEMPT

DEFINITION

To perform a variety of technical duties related to the receipt, research, and processing of noise complaints; provide administrative and logistical coordination support for District-sponsored events, programs, and community outreach activities; assist with District website content, public information, and communication activities; and to perform a variety of additional duties in support of assigned departmental and District programs.

DISTINGUISHING CHARACTERISTICS

This is a single-level where employees perform the full range of technical noise annoyance response tasks and community event coordination, and communication support duties. Incumbents provide administrative and technical support for District events and community programs; maintain and update approved website content; and coordinate with District staff, consultants, vendors, and members of the public in carrying out assigned activities. Work is performed within established District policies, procedures, and communication direction. The classification does not have responsibility for establishing District policy, communications strategy, or aircraft operational control, aviation safety oversight, airspace management, or security functions.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Director of Aviation or assigned designee.

May provide task coordination and direction to volunteers, vendors, or temporary event personnel as assigned.

EXAMPLES OF ESSENTIAL DUTIES – *Duties may include, but are not limited to, the following:*

Provide administrative and logistical support for District-sponsored events, public programs, and community outreach initiatives.

Coordinate with vendors, exhibitors, contractors, partner agencies, and volunteers, including tracking applications, agreements, schedules, insurance documentation, and applicable compliance requirements.

Assist with coordination of County and local agency permits and documentation related to event activities and non-operational program elements.

Support event communications, timelines, task lists, and internal coordination across District departments.

Assist with volunteer coordination, including recruitment support, scheduling, tracking, and distribution of informational materials.

Serves as a point of contact for general event-related inquiries and provide timely, professional responses consistent with District policies and procedures as assigned; examples include: Fly Safe, community, and STEAM events.

Provide on-site logistical support before, during and after District events and community programs, as assigned.

Receive, research, and process noise complaints and respond as required to residents' concerns.

Maintain District noise comment and complaint records and databases; audit records for accuracy and analyze information for trends and reporting purposes.

Listen to audio recordings of radio transmissions as required for processing noise comments.

Communicate with pilots and District constituents about aviation noise and annoyance.

Work with District staff members to help answer questions related to aircraft operations.

Provide information regarding established noise abatement procedures, flight procedures, curfews, incentive programs, and directives authorized by the General Manager and the Director of Aviation designed to curb community annoyance from aircraft activity and enhance the overall safety of the airport.

Participate in community outreach activities; receive, research, and respond to annoyance complaints.

Utilize specialized flight tracking systems to build activity reports related to District operations and to respond to community complaints and requests for information.

Prepare and present monthly, quarterly, and annual reports on noise complaints.

Build and maintain positive working relationships with co-workers, other District employees, and the public using principles of good customer service.

Coordinate routine updates to District website content, including posting, revising, and maintaining information as assigned, work with District staff and outside vendors as necessary.

Coordinate assigned communications projects with the District's contracted communications and public relations consultant, including gathering information from appropriate District staff, transmitting approved content and project requirements, tracking deliverables and timelines, and facilitating review and approval of materials.

Assist with communications and promotional activities for District events, noise abatement programs, and community programs, including coordinating approved information and project requests with the District's communications and public relations consultant.

Prepare, review, proofread, format, and update routine public information and communications materials as assigned.

Maintain organized records and electronic files related to assigned events, programs, noise-response activities, website content, and communications projects.

Perform other duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of airport operations, including operational methods and procedures relevant to assigned duties.

Principles and practices of exceptional customer service and public engagement.

Basic principles of website content management, public information, digital communications, and community outreach.

Basic principles and practices of written communication, proofreading, and preparation of public information materials.

Advanced functions of Microsoft Excel, including formulas, pivot tables, conditional formatting, data validation, and chart creation.

Data analysis techniques and best practices for organizing, interpreting, and visualizing data using spreadsheets.

Pertinent local, State, and Federal laws and regulations.

Principles and practices of developing and maintaining strong and effective working relationships.

Safe work practices.

Modern office procedures, methods, and computer equipment.

Principles and practices of customer service.

Ability to:

Perform a variety of technical, administrative, and coordination duties in support of noise annoyance, abatement, event, and communication coordination in a fast paced environment.

Efficiently create, manipulate, and analyze complex datasets using Excel, including building and modifying pivot tables and utilizing advanced formulas.

Interpret and present data clearly through charts, graphs, and summary tables to support decision-making and reporting.

Apply logical problem-solving skills to identify trends, anomalies, and actionable insights from spreadsheet data.

Maintain a calm and professional demeanor with community members who are disgruntled with aircraft noise.

Communicate clearly and concisely, both orally and in writing, professionally.

Establish and maintain cooperative and collaborative working relationships across District departments and external stakeholders.

Communicate established District priorities and approved information accurately and clearly in coordinating website, public information, and communications projects.

Coordinate effectively with consultants, vendors, District staff, community partners, and members of the public.

Prepare, review, and proofread written materials for accuracy, clarity, consistency, grammar, and formatting.

Organize, track, and manage multiple tasks, schedules, and maintain electronic file systems.

Exercise sound judgment within established policies, procedures, guidelines, and assigned areas of responsibility.

Work independently on routine assignments while recognizing situation requiring supervisory direction or approval.

Follow industry best practices.

EXPERIENCE AND TRAINING

Any combination of experience and training that would provide the required knowledge, skills and abilities would be qualifying. A typical way to obtain the required knowledge, skills and abilities would be:

Experience:

Two years of increasingly responsible administrative, customer service, event coordination, public information, communications, aviation support, or related experience involving substantial public contact.

Training:

Equivalent to the completion of the twelfth grade.

Additional coursework or training in communications, public administration, aviation, event coordination, business administration, marketing, or a related field is desirable.

License and/or Certificates

Possession of, or ability to obtain, an appropriate, valid driver's license.

WORK ENVIRONMENT

The incumbent's schedule will be established based on operational needs associated with assigned events, community programs, noise response activities, and communication support. Employees in this classification perform a wide variety of administrative tasks indoors. Employees generally utilize computers for the majority of work and workstations are equipped to mitigate exposure to computer/keyboard related issues. The person in this position must be able to respond effectively in an occasionally stressful, multi-tasking environment. Work may occasionally be required during evenings to accommodate meetings, events, or program activities, including attendance at Board of Directors meetings as assigned. Employees may occasionally perform work in the field in connection with events, community programs, or other assigned activities that may involve walking across uneven terrain in either hot or cold weather conditions while carrying light equipment. Ability to climb stairs throughout the workday. May be recalled during emergencies. The ability to work weekends and holidays may be required based on assigned events and operational needs.

COMMUNITY RELATIONS AND OUTREACH

All employees of Truckee Tahoe Airport District have a responsibility to promote a positive image of the District and to inform and educate airport users and constituents regarding the District's Mission and Core Values. Employees are charged with studying and understanding the District's community benefit, communication, and outreach strategies. Employees at various times throughout the regular course of work, may be required to participate in community relations

programs, services, and events as directed by Managers. Employees must have the ability and desire to communicate the District's community relations and outreach objectives with people outside the organization, including representing the District to customers, the public, other government entities, and other external sources.