

## TAHOE TRUCKEE AIRPORT DISTRICT

### Job Description

### **NOISE ANNOYANCE TECHNICIAN**

### **FLSA: NON-EXEMPT**

#### **DEFINITION**

To perform a variety of technical duties related to the receipt, research, and processing of noise complaints, and to perform a variety of additional tasks related to assigned areas of responsibility to support the Truckee Tahoe Airport's overall mission.

#### **DISTINGUISHING CHARACTERISTICS**

This is a single-level class where employees perform the full range of technical noise annoyance support tasks within the Aviation Department. Employees at this level receive occasional instruction or assistance as new or unusual situations arise and are fully aware of operating procedures and policies.

#### **SUPERVISION RECEIVED AND EXERCISED**

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

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

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

Maintain a database of District noise comments, audit for accuracy, and analyze for trends.

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.

Promote 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.

Perform other duties as assigned.

### **MINIMUM QUALIFICATIONS**

#### **Knowledge of:**

Principles and practices, methods, and technical requirements of airport operations.

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 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 duties in support of noise annoyance and abatement.

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 working relationships with those contacted in the course of work.

Organize and maintain electronic file systems and 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 responsible experience in aviation operations, customer service, or a related field.

#### **Training:**

Equivalent to the completion of the twelfth grade.

#### **License and/or Certificates**

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

### **WORK ENVIRONMENT**

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. Occasionally, work will be required in the evenings to accommodate meeting schedules that usually include one to two all-day Directors' meetings per month and one to two other sub-committee/team meetings per month. Occasionally perform work in the field to supervise and accomplish assigned tasks 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 are required.

### **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 represent the District to customers, the public, other government entities, and other external sources.