

Summary of Duties: Provides or supervises the provision of information services at the Department of Airports; plans, organizes and coordinates special events for the Department; and does related work.

Distinguishing Features: An Airport Information Specialist does specialized information services work at the Department of Airports, and plans, organizes and coordinates special events. Assignments are received in general terms and are subject to a minimum of review. An employee of this class must have a good understanding of the functions and facilities of the Department of Airports, and its relationship to the surrounding community. The class of Airport Information Specialist differs from that of Public Relations Specialist in that the former is a more specialized class focusing on Department of Airports activities and functions, whereas the latter is a broader, more generalized, City-wide public relations class.

Duties: Supervises, plans and coordinates the work of a group of employees engaged in providing person-to-person information services and/or conducting visitors through Airports facilities; assists in representing the Department of Airports with the media; serves as the departmental representative to various community and service organizations; coordinates the departmental speakers bureau and schedules speakers for community and professional service groups; escorts members of the press on the airfield for photo assignments involving newsworthy events and incidents; plans and gives speeches to service organizations; maintains the Department's historical collection of photos, clippings and artifacts;

Plans, organizes, budgets, and promotes special events for the Department of Airports; arranges for services and facilities for major events conventions, dedications and ground breakings; develops agenda and programs for special events; interprets and enforces policies pertaining to the conduct of visitors and the application of safety rules and regulations; arranges for specialized tours to meet individual group interest, including orientation tours for airport concessionaires and Department personnel; makes arrangements and coordinates special tours for distinguished persons visiting the airport facilities; trains, schedules, assigns and evaluates the work of Airport Guides engaged in explaining various operations and facilities and answering questions about the function, use and history of the airports; supervises and coordinates person-to-person information services for the traveling public; coordinates information activities with airlines, federal agencies and the community; may represent the Department of Airports at exhibitions and trade missions; and may occasionally be assigned other duties for training purposes or to meet technological changes or emergencies.

Qualifications: A good knowledge of the functions, facilities, objectives, developments, policies and history of the Department of Airports; a good knowledge of the physical layout and functions of

various installations at City Airports, including those of tenants and concessionaires; a working knowledge of regulations governing the use of Airport facilities, including regulations concerning safety hazards and pedestrian and vehicular traffic; a working knowledge of the laws and regulations related to equal opportunity and affirmative action; a general knowledge of the history and recent developments in the field of aviation and air transportation; a general knowledge of the techniques and procedures applicable to person-to-person aspects of public relations; a general knowledge of City personnel rules, policies and procedures; the ability to recruit, train, organize and coordinate the activities of employees engaged in providing guide and information services to airport visitors; the ability to deal tactfully and effectively with individuals and groups, other employees, and officials; the ability to speak convincingly before groups and organizations; the ability to plan and organize special events and functions; and the ability to maintain records, make reports, and handle administrative details and problems.

Two years of experience as an Airport Guide with the City of Los Angeles is required.

License: A valid California driver's license is required.

Physical Requirements: Strength to perform lifting up to five pounds and occasionally over fifteen pounds; good speaking and hearing ability; and good eyesight.

Persons with medical limitations may, with reasonable accommodations, be capable of performing the duties of some of the positions in this class. Such determination must be made on an individual basis in light of the person's limitations, the requirements of the position, and the appointing authority's ability to effect reasonable accommodations to the limitations.

As provided in Civil Service Commission Rule 2.5 and Section 4.55 of the Administrative Code, this specification is descriptive, explanatory and not restrictive. It is not intended to declare what the duties and responsibilities of any position shall be.