



## **JOB ANNOUNCEMENT**

### **Airport Operations Center Coordinator, O14**

**Chicago Department of Aviation  
Safety Division**

**Number of Positions: 1**  
**(Additional vacancies possible pending budget approval)**  
**Starting Salary: \$65,784.00**

**Applications for this position will be accepted until 11:59pm CDT on May 27, 2026.**

Under general supervision, assigned to staff the Airport Operations Center (AOC), coordinating operational activities at the City's International Airports, performing a variety of duties to support incident response and other activities concerning security and public safety; and performing related duties as required.

#### **ESSENTIAL DUTIES**

- Monitors and coordinate operational activities at City Airports to identify any security, public health, or public safety incidents.
- Receives information on daily operational activities at City Airports and issues daily situation reports to agencies represented in the AOC.
- Issues notifications to airport stakeholders, the traveling public, and senior executives on incidents occurring within the Airports as identified in job aids and in coordination with supervisors.
- Coordinates the initial response to emergency incidents at Airports amongst agencies represented in the AOC, including initiating conference calls amongst senior leadership in response to incidents.
- Monitor's calls received and dispatched by the AOC to quickly identify any issues needing to be addressed and coordinate the different CDA sections and agencies that may assist.
- Notifies supervisor of emergency situations, escalated police, fire or security incidents and other incidents requiring an emergency management response.

- Monitors special events occurring at O'Hare Airport and provides operational updates as warranted.
- Updates and briefs staff at start of shift on previous shift's reported incidents, upcoming airport activities and other information with potential impact on communication center's call taking, monitoring and dispatching operations.
- Coordinates response to maintenance requests and social media inquiries to ensure quick resolution of facilities or operational issues.
- Consolidates data from internal and external agencies to form a visual representation of airport activities and allow for reliable information and open communications to the Airport's stakeholders.
- Coordinates information for planning and response with Incident Management Center staff when activated.
- Maintains and reviews logs of events to be used by emergency operations personnel. Performs other related duties as required.

***Additional duties may be required for this position.***

**LOCATION: O'Hare International Airport**

**DAYS: Varies; 3 shifts operating on a 24H basis, 24/7/365 availability required.**

**HOURS: 7:00 a.m. – 3:00 p.m.; 3:00 p.m. – 11:00 p.m.; 11:00 p.m. – 7:00 a.m.**

**THIS POSITION IS IN THE CAREER SERVICE**

## **Qualifications**

### **MINIMUM QUALIFICATIONS:**

- Six (6) years of emergency management or operations centers work experience, **OR**
- Graduation from an accredited college with an Associate's degree, PLUS four (4) years of emergency management or operations centers experience, **OR**
- Graduation from an accredited college or university with a Bachelor's degree, PLUS two (2) years of emergency management or operations center experience, **OR**
- Graduation from an accredited college or university with a Master's degree or higher, PLUS one (1) year of emergency management or operations center experience.

**NOTE: The candidate selected for hire must pass an airport background check and a Security Threat**

**Assessment (STA).**

**NOTE: This position is subject to working off-hour shifts as required 24/7/365.**

**NOTE: This position requires a VALID LICENSE at the time of hire.**

**SELECTION REQUIREMENTS:** This position requires applicants to complete an interview which includes a writing/skills assessment exercise. The interviewed candidate(s) who possess the qualifications best suited to fulfill the responsibilities of the position will be selected.

For Information on our employees benefits please visit our benefits website at:

<https://www.chicago.gov/city/en/depts/fin/benefits-office.html>

For Information on our salary and title structure visit our classifications website at:

[https://www.chicago.gov/content/dam/city/depts/dhr/supp\\_info/JobClassification/2025\\_Classification\\_and\\_Pay\\_Plan.pdf](https://www.chicago.gov/content/dam/city/depts/dhr/supp_info/JobClassification/2025_Classification_and_Pay_Plan.pdf)

**APPLICATION EVALUATION:** Initial evaluation will be based on information provided on the application and the documents submitted. The Department of Human Resource staff will review applications after the final posting date. Staff will follow all required Employment/Hiring Plan provisions, federal, state and local laws, and Collective Bargaining Agreements when applicable. Staff will apply hiring preferences as required by the municipal code. Placement on an eligibility list is not an offer or guarantee of an interview nor employment with the City of Chicago.

**COMMITMENT TO DIVERSITY:** To further our commitment to hiring applicants with diverse experience the City of Chicago has adopted the following ordinances 2-74-020 and 2-74-075. The ordinances provide a preference for applicants who meet minimum qualifications and who are veterans of the Armed Forces, and/or residents of Socio-Economically Disadvantaged Areas (SEDA) and/or Chicago Public School (CPS) high school graduates to be referred to departments for consideration. ***These hiring preferences do not apply to bidders, as Collective Bargaining Agreements define the hiring process for bidders. For positions covered by a collective bargaining agreement, bidders will be considered before external candidates.*** To learn more about our hiring practices [click here.](#)

**ALL REFERENCES TO POLITICAL SPONSORSHIP OR RECOMMENDATION MUST BE OMITTED FROM ALL APPLICATION MATERIALS SUBMITTED FOR CITY EMPLOYMENT.**

The City of Chicago is an Equal Employment Opportunity, Military Friendly, and Fair Chance Employer.

City of Chicago

Brandon Johnson, Mayor

Here is the link to the City of Chicago website:

<https://chicago.taleo.net/careersection/100/jobsearch.ftl?lang>

**[Job Search - Basic Search - Taleo](#)**

**FOLLOW THE STEPS BELOW TO VIEW THE OPEN POSITION AT THE CDA**

1. Visit flychicago.com/jobs or click the link above.
2. Click on the current open position at CDA.
3. Select the position – **Airport Operations Center Coordinator – O’Hare**

**Airport Operations Center Coordinator (O’Hare)**

**\$65,784.00**

**Job #416517**

**05/12/26 - 05/27/26**

1. The applicant must create a Candidate Profile to apply for the position. Once a profile is set up, the applicant will receive email alerts for new positions in the area of interest.
2. Job postings will remain online for a minimum of 14 business days.
3. All information must be completed on the application. The following documents should be attached (resume, cover letter, and transcripts.)