



BID/JOB ANNOUNCEMENT

Shift Supervisor of Security Communication Center, O15

Chicago Department of Aviation
Safety and Security Division
O'Hare and Midway International Airports

Number of Positions: 4
(Additional vacancies possible pending budget approval)
Starting Salary: \$72,984.00

Applications for this position will be accepted until 11:59pm CDT on September 17, 2025.

This position is open to current city employees covered under the terms of the City's collective bargaining agreement with **THE TEAMSTERS Local 700 (BARGAINING UNIT #08)**. Only employees in City job titles in this bargaining unit are eligible to bid on this position.

BID INSTRUCTIONS: Apply on the bid site: <https://chicago.taleo.net/careersection/103/jobsearch.ftl?lang=en> AND

1. Check the box on your profile titled "Currently employed by the City of Chicago"
2. Enter your employee ID (located on your pay stub labeled 'payee/employee number')
3. Select your correct bargaining unit

FAILURE TO FOLLOW THESE INSTRUCTIONS WILL RESULT IN A REJECTED BID APPLICATION

Under general supervision, supervises staff and work operations at a municipal airport's security communications center during an assigned shift, monitoring airport communications relating to security and public safety activities and overseeing Aviation Communications Operators engaged in receiving calls and dispatching requests for police, security/access control, fire suppression and emergency medical services; and performs related duties as required

ESSENTIAL DUTIES

- Supervise Fire, Police, Aviation Security and Access Control Dispatch Operations.
- Conduct Disciplinary Actions.
- Supervise union employees, make notifications to city agencies and airport stakeholders.
- Monitors' calls received and dispatched by Aviation Communications Officer for quality assurance and adherence to established protocols, using a designated supervisory computer aided dispatch console to listen to and assess responses of staff.
- Makes daily work assignments and ensures proper staffing of center consoles, including security, access control, police, and fire stations computer aided dispatch console.
- 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.
- Initiates page notifications to inform designated management personnel including key department heads, city officials, airline representatives and Transportation Security Administration (TSA) officials of emergency situations or hazardous weather conditions affecting airport facilities airside and landside operations.
- Monitors center's communications activities and ensures staff follow established protocols in prioritizing the dispatching of public safety resources in response to emergency response incidents, and requests for police, fire and security services.
- Responds to emergency situations or escalated calls for public safety services, following established protocols and directing staff to ensure a coordinated response from police, fire, and security responders.
- Notifies contractors and vendors of reported equipment malfunctions at security and access control checkpoints throughout airport facilities.

- Prepared daily work report to document shift's work activities.
- Addresses and documents performance problems and initiate disciplinary actions as required.
- Notifies supervisor of emergency situations, escalated police, fire or security incidents and other incidents requiring an emergency management response.

Additional duties may be required for this position.

Location: O'Hare and Midway Communications Center
Days: Various
Hours: Various [0500-1300 hours, 1300-2100 hours, 2100-0500]

THIS POSITION IS IN THE CAREER SERVICE

MINIMUM QUALIFICATIONS: High School Diploma or equivalent certificate (GED), plus four years of work experience in dispatching security or emergency services calls to public safety or security personnel.

Licensure, Certification, or Other Qualifications

- Must obtain Emergency Medical Dispatch certification from the State of Illinois within six months of hire.
- Must obtain Law Enforcement Agencies Data System (LEADS) certification from the State of Illinois within six months of hire.
- Successful candidates must pass a drug screen and a background investigation.
- People who are offered employment must pass all pre-employment exams prior to appointment.

NOTE: The candidates selected for hire must pass an airport background check and a Security Threat Assessment.

NOTE: A valid State of Illinois driver's license is required.

SELECTION REQUIREMENTS: This position requires applicants to complete an interview. The interviewed candidate(s) possessing 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_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