AIOC Asset Coordinator
1844 Senior Management Assistant

Working at SFO
San Francisco International Airport (SFO), an enterprise department of the City and County of San Francisco (CCSF), has approximately 1,700 CCSF employees and strives to be a diverse, equitable, and inclusive employer. Our core values are **Safety** and **Security**, **Teamwork**, **Excellence**, **Care,** and **Equity**. Visit www.flysfo.com

AIOC Asset Coordinator
You will be part of a collaborative team responsible for managing airport operations within the Airport Integrated Operations Center (AIOC). The AIOC will be our 24/7 guest centric nerve center with end-to-end visibility through a common operating picture. The AIOC will be staffed with skilled teams and decision makers that set the Daily Operations Plan, mitigate pain points and share information to promote healthy airport operations. The AIOC will be more than a room with innovative technology and skilled operators; it is a mindset that drives our day-to-day operation to create a seamless and responsive travel experience for everyone. The AIOC will create an extraordinary guest experience through centralized operational control - enabling informed, data-driven decisions and managing all reported issues with care, while working in collaboration to provide a safe, secure, and seamless guest experience.

You are a highly motivated individual looking to serve as an Asset Coordinator in the AIOC to bolster the organization's objective to enhance, advance, and support all operational activities at SFO to improve the guest experience. Under direction from the Current Operations Team Leader, you will operationally manage all SFO airport assets including gates, hardstands, plots, baggage make-up units, check-in counters, roadways, ground transportation products and other airport assets to enable smooth operations. This involves ensuring that asset assignments and active asset management reflects accurate utilization of Airport assets and promotes efficient and effective operational flows in the best interest of the guest experience. This also includes making real-time adjustments to asset assignments, continuously ensuring that all SFO assets are optimized according to SFO policies, procedures, and financial models, and liaising with airlines, ground transportation providers, the FAA, and ground towers to promote efficient operations.

You will partner with other Asset Coordinators in the AIOC to manage all airport assets, and may change focus areas (landside, terminal, airside) based on operational conditions and needs. You are a matrixed member of the AIOC and are expected to work collaboratively with all AIOC personnel in addition to Airside, Landside, and Terminal Operations team members and other SFO staff to monitor and manage operations, solve problems, generate innovative ideas, and share information across SFO teams.

You are excited about this opportunity because you will:
- Make real-time asset assignment adjustments based on operational conditions and mitigations, and SFO policies and procedures to promote a safe, efficient, and seamless guest experience.

- Monitor the status of airport operations via Aircraft Movement Systems, Air Traffic Management Systems, Roadway Monitoring Systems, and other airport systems daily to adjust operational schedules, assignments, and response plans.
- Work within a technical application to leverage the operational and asset forecast and other tools provided to optimize and adjust assignments for gating, remote parking, check-in counters, baggage system assignment, and other assets across the airport operation.
- Direct field response teams to assist in addressing operational issues, including coordinating with key stakeholders.
- Respond according to pre-established mitigation plans for roadway slowdowns, airfield congestion, passenger delays and other operational issues to accomplish operational objectives; develop and/or enhance asset response plans for operational issues based on previous performance.
- Collaborate with the Operations Planning Section in the AIOC to leverage aircraft and passenger flow forecasts into predictive resource and asset allocations and assist in trend identification.
- Monitor pushbacks and aircraft sequencing into and out of ramps; adjust strategy and mitigation plans as necessary; collaborate with Ground Towers to maintain smooth and efficient ramp operations.
- Coordinate with air carriers on gate and other Airport asset availability needs and requests.
- Continually optimize asset utilization and scheduling according to SFO policies and contractual terms.
- Utilize traffic flow and measurement tools to monitor roadways which enable buses, shuttles, and other ground transportation providers to maintain on-time operations.
- Deliver asset utilization information to the AIOC and SFO leadership.
- Share knowledge with AIOC staff on operational disruptions and contingency plans; coordinate with AIOC staff to execute mitigation plans when needed.
- Maintain situational awareness of all operational conditions and schedules to promote safe, efficient, and effective operations.
- Perform other functions outlined in the 1844 – Senior Management Assistant job classification.

What you'll possess:
- Strong experience in asset management and optimization, preferably at a large facility such as an airport, airline hub operations center, university, government building, or manufacturing facility.
- Deep understanding of airport and airline operations strategies, responses, and considerations.
- Experience facilitating best outcomes between parties with different priorities.
- Proactive and analytical mindset that constantly looks beyond obvious problems to identify areas of impact; ability to identify current and future operational impacts, propose alternative plans, and share findings with other relevant personnel.
- Ability to multi-task at a high-level.

Location: San Francisco International Airport – Airport Integrated Operations Center. This position will be required to work onsite full-time.
Working Hours: Full-time, 40 hours per week. Shift times will vary and employees must be able to work day, swing or night shifts as needed, which may include weekends and holidays.

Transportation Security Administration (TSA) Security Clearance: Candidates for employment with the San Francisco Airport Commission are required to undergo a criminal history record check, including FBI fingerprints, and Security Threat Assessment to determine eligibility for security clearance and may be required to undergo drug/alcohol screening. Per Civil Service Commission Rule Section 110.9.1, every applicant for an examination must possess and maintain the qualifications required by law and by the examination announcement for the examination. Failure to obtain and maintain security clearance may be the basis for termination of employment with the Airport Commission.