

Impact Coordinator

1824 – Principal Administrative Analyst



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.

SFO's mission is delivering an airport experience where people and our planet come first and our core values are Safety and Security, Teamwork, Excellence, Care, and Equity. [Learn more about careers at SFO.](#)

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Impact Coordinator

You will be part of a collaborative team responsible for analyzing, forecasting, and planning for future operations as part of 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 Impact Coordinator in the AIOC to bolster the organization's objective to enhance, advance, and support all operational activities at SFO. Under direction from Operations Planning Team Leader, you are responsible for maintaining awareness of all projects, large events and conventions impacting SFO to anticipate future operational issues and develop and recommend mitigation strategies while serving as the single point of deconfliction and impact forecasting for the AIOC. You focus on identifying future issues proactively and predictively and collaborating with other AIOC sections to develop a broad variety of responses to ensure continuity of SFO operations. This includes working closely with Operations Planning Section personnel to develop plans and strategies that address all aspects of operations to ensure KPIs are met despite operational conditions.

You are an integrated member of the AIOC and are expected to work collaboratively with all AIOC personnel in addition to SFO team members to monitor and manage operations, solve problems, generate innovative ideas, and share information across SFO teams.

Your Impact:

- Coordinate with project leads, liaisons, and stakeholders internal and external to SFO to review and analyze current and planned projects across the airport to understand how project scope, logistics, complexity, etc. relate to and will impact SFO operations.

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- Collaborate across AIOC and SFO teams to recommend and develop mitigation strategies to known and anticipated impacts of projects and other SFO activities that minimizes impact to SFO operations and the guest experience.
- Support overall tracking of projects and assist with shutdown notifications and communications to affected stakeholders.
- Communicate recommendations for mitigation strategies verbally, in writing, and in widely accessible information repositories to the appropriate project leads or liaisons and AIOC management that allows for effective and efficient information sharing and implementation.
- Continuously monitor SFO's projects statuses from planning to development and implementation within operating environments, including daily periodic check-ins to assess project work effects on passengers, stakeholders, or SFO operations; develop and recommend the appropriate solutions to address impacts.
- Collaborate with the AIOC's Forecasting and Capacity Planner to analyze statistical data and trend reports to forecast passenger levels, traffic congestion, flight schedules, etc. to predict, prioritize and communicate project activities that will greatly impact SFO operations.
- Document observations and establish predictability and trend reports to influence daily and operational plans for asset allocation to mitigate impacts of ongoing airport activities.
- Provide a daily outlook to AIOC management of all immediate program activities that will or have potential to produce impacts to operational areas or systems; proactively identify which AIOC teams are responsible for identified impacts to address impacts.
- Monitor activities predicted to have operational impacts to ensure proper precautions are taken and driving the response for unanticipated impacts.
- Research and compile data to recommend and develop sustainable and executable plans; report recommendations and their development to AIOC management and periodically update plans based on changes to SFO operations.
- Perform other functions outlined in the [1824 – Principal Administrative Analyst](#) job classification.

Desirable Qualifications:

- Experience leading and contributing to complex airport operational projects aimed at enhancing the passenger and guest experience.
- Understanding of global impacts that decisions and solutions have on various stakeholders involved airport operations within a medium to large airport, including specific knowledge on SFO's operational characteristics and its stakeholder environment.
- Ability to work creatively with a strong combination of conceptual and analytical capabilities.
- Ability to effectively problem solve, including appropriate information-gathering techniques, analyzing information, identifying the best solution, and communicating that solution to a diverse group of stakeholders.
- Ability to work in a fast-paced environment and respond appropriately in emergency situations.

Minimum Qualifications:

Education:

Possession of a baccalaureate degree from an accredited college or university.

Experience:

Five (5) years full-time equivalent experience performing professional-level analytical work. Qualifying professional-level analytical work includes analysis, development, administration, and reporting in

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major programs and functions of an organization in the areas of budgets, contracts, grants, policy, or other functional areas related to the duties of positions in the 182X Class series.

Substitution:

Possession of a graduate degree (Master's degree or higher) from an accredited college or university with major coursework in specialized subject matter areas such as public or business administration, management, business law, contract law, public policy, urban studies, economics, statistical analysis, finance, accounting or other fields of study closely related to the essential functions of positions in the Class series may be substituted for one (1) year of required experience.

Additional experience as described above may be substituted for the required degree on a year-for-year basis (up to a maximum of 2 years). Thirty (30) semester units or forty-five (45) quarter units equal one year.

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 in order 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 basis for termination from employment with the Airport Commission.

Location: San Francisco International Airport – Airport Integrated Operations Center

Working Hours: Full-time, 40 hours per week. Employees must be able to work during the swing or night shifts as needed, which may include weekends and holidays.