



Terminal Operations Coordinator

On-site · Airside & Terminal Operations - 51 · Full time · D106

San Diego, California, United States

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Description

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Welcome to San Diego International Airport, where our core purpose is to create an exceptional experience for both our community and visitors from around the world. It extends beyond just flights; we embody the vibrant spirit of San Diego itself—sunny, welcoming, and full of life. We are committed to attracting, fostering, and empowering a team of talented individuals who can deliver our strategic goals:

- **Advance Airport Development**
- **Transform the Customer Experience**
- **Optimize Ongoing Business**
- **Cultivate Our Culture**

Here, culture starts with each of us. Our workplace is shaped by mindsets that guide how we show up for one another: believing the best in people, collaboration, empathy, listening, and thoughtful decision-making. If you are ready to contribute to a team that values meaningful impact and enjoys the journey along the way, we invite you to apply today and help us connect our community to the world.

Why You'll Love Working at SAN:

- **Location:** The new Airport Authority Administration building and terminals, located on the San Diego International Airport campus and near the waterfront, providing stunning views of our runway, San Diego Bay, the Pacific Ocean, and the city skyline.
- **Salary:** The hiring salary for the Terminal Operations Coordinator starts at \$83,436 to \$95,951. The full pay range for the Terminal Operations Coordinator is \$64,182 to \$102,691. This role is eligible for a shift and bilingual differential.

- **Benefits:** You will enjoy 14 paid holidays, 18 – 33 days of vacation (PTO), parental and child care benefits, salary continuance for family & parental leave, tuition reimbursement, ensure your future with our retirement plan options including our comprehensive pension plan and 457 defined contribution plan. Plus, take advantage of our annual employer-funded Lifestyle Spending Account, designed to support your personal development and growth activities—and much more!
- **Wellness:** Enjoy a workplace that makes wellbeing part of the daily routine! Tap into multiple on-site gyms, unwind or brainstorm in outdoor workspaces, score fitness discounts for every level and goal, give back with volunteer time rewards, connect with financial wellness advisors, and explore scenic walking trails just steps from campus, all wrapped in a supportive wellness package designed to help you feel your best inside and outside of work.
- **Application Deadline:** August 3, 2026. Applications will be reviewed after the closing date.

About the Job:

The Airside & Terminal Operations Department is seeking a Terminal Operations Coordinator to join their dynamic team. The ideal candidate will possess strong critical thinking skills and a proactive mindset to support evolving operational needs. Their effective communication and personable approach will be essential in building and maintaining relationships with key stakeholders, while delivering exceptional customer service in a fast-paced environment. This role plays a vital part in facilitating projects, ensuring regulatory compliance, and supporting day-to-day operations throughout the SAN terminals. The successful candidate will be a quick thinker and confident navigating both strategic planning and real-time decision-making to keep operations running smoothly.

About the Team:

At the Airport Authority, Airside & Terminal Operations Department, you'll find a team that supports not just terminal operations but each other. Collaboration and communication are at the forefront of operations every day. We take pride in ensuring the SAN traveler has a positive traveler experience.

Here your work matters, from maintaining smooth daily operations to solving challenges in real time, creating a safe, welcoming, and memorable journey for the millions of passengers who travel through SAN each year, you'll play a vital role in connecting people to the places and moments that matter most.

What You'll Do:

- **Operations & Stakeholder Collaboration:** Contributes to the implementation and interpretation of terminal operational objectives; identifies partnership and stakeholders needs; collaboratively determines courses of action to realize mutual agreements.
- **Project and Compliance Management:** Facilitates projects, maintenance and properties inspection, environmental, American with Disability Act (ADA) requirements, safety and security, expressive activities; commercial filming and photo shoot activities consistently with mandates.
- **Strategic Resolution:** Identifies problems, resolves issues, and advances partnerships with stakeholders. Issues notice of violation, responds to situations, facilitates decision making and innovative approaches and practices.
- **Program Delivery:** Facilitates the implementation and acceptance of programs, changes, processes, standards, contracts, and reports.
- **Strategic Planning:** Evaluates operational decisions and strategic implications; develops and tracks financial, reports, cost analysis, and budgetary data. Responsibilities require flexibility to work rotating shifts including weekends, holidays, and night shifts. Performs other duties as assigned.
- **Operational Driving:** Driving throughout the SAN campus, including landside and airside EDR to move signage, space planning, respond to safety measure calls, and uphold day to day activities within the terminals and other areas of campus.

The Skills We Are Looking For:

- **Business Process Knowledge:** Knowledgeable of security and safety requirements. Identifies, documents, and monitors processes and develops a framework for processes and improvement.
- **Program Management:** Understands methods and practices used in the implementation of customer service programs, and effective customer relations communications and materials.
- **Communication & Customer Focus:** Effectively use verbal and listening skills, exchange information, correlate, organize, and share information clearly and concisely.
- **Critical Thinking:** Critically reviews and translates business requirements, data, and information to specify solutions or alternative practices in support of objectives or events.

- **Problem-Solving & Agility:** Analyzes complex situations or factors and collaboratively generates alternatives or solutions. Readily adapts behavior or new work methods to evolving and unexpected situations.
- **Relationship Building:** Builds and maintains relations with stakeholders. Identifies problems and relays information, and ideas seeking mutually acceptable solutions.
- **Leveraging Technology:** Effectively operates radio, telephonic and computerized systems to communicate, store and transmit information and/or notifications.

Requirements

The Experience You Need to Have**:

- An associate degree with a major in aviation management, or a related field.
- Two years of progressively responsible experience in the airport terminal operations programs administration and coordination; or an equivalent combination of training and experience.
- Bachelor's degree in aviation may be substituted for up to one year of experience.
- Maintain a valid driver's license and the ability to maintain insurability under the Authority's vehicle insurance policy.

*** The selected candidate must maintain flexibility in scheduling – Work rotating shifts, including nights, weekends, and holidays, to ensure continuous operational coverage**

Licenses, Certificates, and Special Requirements :

- Maintain a valid driver's license and the ability to maintain insurability under the Authority's vehicle insurance policy.
- Successful completion of a fingerprint-based background investigation, training, and testing required for employment and operation and operation of Authority and San Diego County physical security, surveillance, radio and telecommunications equipment.

Preferred Education, Certification, and Licenses:

ACI-ICAO Airport Management Professional Accreditation Program (AMPAP), Accredited Airport Executive (AAE) (American Association of Airport Executives), Certified Member

(CM) (American Association of Airport Executives), Airport Certified Employee (ACE) – Operations, Project Management Professional (PMP) designation.

***Driving is an Essential Function**

This role requires regular driving as a critical part of performing work-related duties, specifically involving the operation of Airport Authority vehicles. A valid California driver's license is required, along with strict adherence to all traffic laws and safety regulations. Applicants must maintain an acceptable driving record to operate Authority vehicles. Compliance with Airport Authority vehicle use policies, including safety protocols and reporting requirements, is mandatory. Applicants must acknowledge that driving Airport Authority vehicles is an essential function of this role.

****Don't meet every requirement? That's okay.** At San Diego International Airport, we value your unique experience and your willingness to learn. Some roles require specific qualifications or degrees, but others don't—and we're always open to individuals committed to growth and excellence. If this sounds like you, we encourage you to apply. And if it's not the right fit, we'll keep you in mind for future opportunities. We may have the perfect spot for you to land.

EEO Statement

It is the policy of the San Diego County Regional Airport Authority to provide equal employment opportunity (EEO) to all persons regardless of age, color, national origin, citizenship status, physical or mental disability, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, genetic information, marital status, status with regard to public assistance, veteran status, or any other characteristic protected by federal, state or local law. In addition, SDCRAA will provide reasonable accommodations for qualified individuals with disabilities.

Physical & Mental Demands

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring department to accommodate the limitation. If you need any form of accommodation during the recruitment process, please inform the Talent Acquisition Partner (Recruiter).

Under California Government Code Sections 3100 - 3109, public employees are designated disaster service workers. The term "public employees" includes all persons

employed by the state or any county, city, state agency, or public district. Disaster service workers are required to participate in such disaster service activities as they may be assigned to them by their employer or law.

Apply for this job

San Diego County Regional Airport Authority does not discriminate on the basis of race, sex, color, religion, age, national origin, marital status, disability, veteran status, genetic information, sexual orientation, gender identity or any other reason prohibited by law in provision of employment opportunities and benefits.

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