
Auburn University Job Description

Job Title:	Coord, Airport Admin & Customer Service	Job Family:	No Family
Job Code:	EG15	Grade 31:	\$31,300 - \$52,100
FLSA status:	Exempt		

Job Summary

Supports management in the daily operations of the Auburn University Regional Airport. Coordinates with all departments to ensure operational needs are met to achieve and assure safe, efficient, and on-time operations with efficient utilization of available facilities, equipment, and personnel. Oversees customer service provided to clientele of corporate travelers, pilots, private owners, business and community partners, and aviation community.

Essential Functions

1. Provides direct first point of contact for crew and pilots traveling to the airport. Provides information to customers and crews including but not limited to directions, travel information, lodging information, university game day information, University information, city information, and proper procedures for pilots and passengers for arriving and leaving the facilities.
 2. Oversees customer service and in-house operations for special events, game days, board meetings, tours, etc. Ensures requests of pilots/crew members and customers are completed. Accommodates and provides direct availability for special designees; ensures travel is available at time of arrival and special requests are completed. Provides help and advice to customers using airport facilities and services; resolves customer complaints and incidents.
 3. Supervises student and temporary employees while employed at the airport. Responsible for reviewing resumes, conducting interviews, processing new hire paperwork, conducting performance review evaluations, and scheduling work availability for employees. Trains employees in duties associated with their assignment.
 4. Creates, processes, and oversees sales invoices, billing invoices, fuel invoices, and other university documentation associated with financial filing. Serves as point of contact for financial matters within the airport to other departments on campus.
 5. Maintains accounts associated with the airport, including documentation of all transactions, monthly billing of accounts, budget transfers, ensuring purchasing cards are reconciled and filed, and approves requisitions. Converts all invoices, transactions, and reports for university compatibility.
 6. Maintains and provides detailed reports on items such as travel, fuel usage, budget expenses, work orders, billing, aviation equipment repairs, and FAA funding. Ensures that current budget queries coincide with reports.
 7. Processes checks, electronic checks, and credit card transactions ensuring transactions are complete and correct. Identifies costs associated with landing fees, hanger fees, fuel costs/discounts, and other services provided. Ensures proper documentation of flights and crews are recorded, billed properly, and payment receipts are retained.
 8. Responsible for updating fuel prices in all systems accessible to the customer and provides usage reports.
 9. Dialogues to incoming/outgoing pilots on radio; giving proper runway clearance and usage, wind direction, or direction to the FAA tower if available.
 10. Notifies Federal Aviation Administration of current construction or restrictions at the airport. Tests the airport crash alarm system daily. Ensures Auburn/Opelika emergency personnel are connected to the airport.
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Supervisory Responsibility

Full supervisory responsibility for other employees is a major responsibility and includes training, evaluating, and making or recommending pay, promotion or other employment decisions.

The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.

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Minimum Required Education and Experience

	<u>Minimum</u>	<u>Focus of Education/Experience</u>
Education	Four-year college degree	No Specific Discipline.
Experience (yrs.)	2	Experience in aviation customer service and/or aviation and airfield operations.

Substitutions allowed for Education:

Indicated education is required; no substitutions allowed.

Substitutions allowed for Experience:

Indicated experience is required; no substitutions allowed.

Minimum Required Knowledge

Knowledge of aviation and airfield operations. Knowledge of customer service policies and procedures.

Certification or Licensure Requirements

Valid Driver's License

Physical Requirements/ADA

Occasional and/or light lifting required. Limited exposure to elements such as heat, cold, noise, dust, dirt, chemicals, etc., but none to the point of being disagreeable. May involve minor safety hazards where likely result would be cuts, bruises, etc.

Routine deadlines; usually sufficient lead time; variance in work volume seasonal and predictable; priorities can be anticipated; some interruptions are present; involves occasional exposure to demands and pressures from persons other than immediate supervisor.

Job frequently requires standing, walking, sitting, reaching, talking, hearing, handling objects with hands, .

Job occasionally requires stooping/kneeling/crouching/crawling, and lifting up to 50 pounds.

Vision requirements: Ability to see information in print and/or electronically.

Date: 10/11/2017
