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## Auburn University Job Description

Job Title:	<b>Coordinator, Airport Operations Support I</b>	Job Family:	No Family
Job Code:	<b>DA13</b>	Grade 28:	\$22,300 - \$37,200
FLSA status:	Non-exempt		

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### Job Summary

Provides varied administrative support, operational support, and customer service to Auburn University Regional Airport. Aids in providing outstanding service and support to airport clientele, including corporate travelers, pilots, private plane owners, business and community partners, the aviation community, state government officials, University Board of Trustees, and alumni, in accordance with applicable Federal Aviation Administration (FAA) guidelines.

### Essential Functions

1. Performs multiple administrative and clerical duties, including data gathering, data management, correspondence, filing, calendar management, mail distribution, and providing telephone answering support to airlines and administration.
2. Communicates regularly with line service personnel to ensure proper fueling of planes, to include correct gallon amounts and type of fuel needed based on aircrafts specifications, as well as provides notification of inbound and outbound aircrafts to line crew, via Unicom radio.
3. Prepares reports and maintains airport activity records in physical and electronic filing systems.
4. Processes readiness documents, administers the aircraft configuration status accounting program and verifies aircraft utilization reports.
5. Coordinates sales of pilot supplies, including processing fuel sales and ramp fees, prepares and reviews all sales and billing materials, and maintains organization of the flight dispatch operations control area.
6. Coordinates with flight school on fuel orders, issues on the field, and processing billing statements based on maintenance work orders performed on flight school aircraft.
7. Coordinates with rental car companies regarding billing, issuing vehicles, and receiving returned vehicles.
8. Monitors and inspects terminal building and other airport properties for safety, environmental and customer related issues. Identifies and addresses unsafe conditions and promotes the observation of safe work practices.
9. Operates runway and taxiway lighting system while communicating with inbound pilots in order to provide assistance with landing aircrafts and direction to the proper airport terminal ramp. Communicates regularly with clientele using the Unicom radio and uses proper aviation terminology.
10. Performs other duties as assigned.

### Supervisory Responsibility

May be responsible for training, assisting or assigning tasks to others. May provide input to performance reviews of other employees.

*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>
<b>Education</b>	High School	High School Diploma or equivalent
<b>Experience (yrs.)</b>	2	Experience in clerical and administrative support services, customer service, financial reporting, database management, record-keeping, and/or scheduling. Customer service experience at a general aviation airport fixed-based operation strongly preferred.

#### 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

Working knowledge of human resources functions and financial reporting. Knowledge of aviation and airfield nomenclature and terminology, including the ability to identify different types and models of aircraft. Knowledge of Microsoft Office including Word, Excel, and Powerpoint. Knowledge of human resource functions and financial reporting. Knowledge of basic math skills.

#### Certification or Licensure Requirements

None

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### 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.

Externally imposed deadlines; set and revised beyond one's control; interruptions influence priorities; difficult to anticipate nature or volume of work with certainty beyond a few days; meeting of deadlines and coordination of unrelated activities are key to position; may involve conflict-resolution or similar interactions involving emotional issues or stress on a regular basis.

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

Job occasionally requires walking, reaching, climbing or balancing, stooping/kneeling/crouching/crawling, and lifting up to 50 pounds.

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

Date: 12/8/2020

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