

Town of Buena Vista
Job Description – Airport Operations Specialist

Department: Airport
Job Title: Airport Operations Specialist
FLSA Classification: Non-Exempt / Full Time Hourly Position
Pay Grade: 4
Wage Range: AP Ops Specialist (FT): \$15.81 - \$21.89 / hour

GENERAL DESCRIPTION OF DUTIES:

Meet and greet airport customers. Maintain the Airport's webpage, point-of-sales, databases, inventory records and collect fees as set by the Town. Provide and arrange services, supplies, transportation and catering as needed for airport customers. Be prepared to assist in all aspects of GA airport operation, such as, tie-down and marshal aircraft arriving and departing ramp area, snow removal, etc. Maintain airfield, buildings, hangars, equipment and other airport areas to the standard established by the Airport Manager. Conduct special tasks as assigned by the Airport Manager, such as assisting tenants, marketing, and event planning. Must be able to work holidays, weekends, and occasional call-outs as needed.

ACCOUNTABLE TO: Airport Manager

ESSENTIAL DUTIES:

The following statements are illustrative of the essential functions of the job and do not include other nonessential or peripheral duties that may be required. The Town of Buena Vista reserves the right to modify or change the duties or essential and additional functions of the job at any time.

- ◆ Airport's first line of Customer Services: Answer phones and provide information about the area and the airport's function. Welcome and assist with customers and passenger/crew with baggage/cargo services, transportation, catering, supplies and information, etc.
- ◆ Manage the airport's Point of Sales / Database. Charge appropriate fees for services provided.
- ◆ Coordinate with Airport Manager on marketing initiatives and webpage / social media management.
- ◆ Maintain sales and fuel records in accordance with procedures established by the Town Treasurer.
- ◆ Order, receive, and record airport fuel deliveries and other inventory.
- ◆ Maintain the fee schedule and collect fees for renting hangar space, conference room use, and office space use.
- ◆ Manage and maintain the cleanliness and supplies of the airport's main terminal building to create a welcoming environment to customers.
- ◆ Assist as needed with aircraft parking, towing, tie-down, and hangar leasing, charging all appropriate fees.
- ◆ Assist as needed in vehicle maintenance.
- ◆ Assist as needed in airfield, runway, and hangar maintenance
- ◆ Conduct snow removal operations as needed.
- ◆ Coordinate tasking for part-time and seasonal staff.
- ◆ Assist with other Airport tasks and special assignments, such as managing multimedia marketing, evaluations, scheduling, and event planning for the Airport.

Town of Buena Vista
Job Description – Airport Operations Specialist

KNOWLEDGE, SKILLS AND ABILITIES:

Education/Experience: Associates degree preferred with 6 months related experience or training in either customer service, computer/office software, or flight line service. Must be able to work both office and outside environments. Read, write, and fluently speak and understand English. Have a valid Colorado driver's license.

Special Qualifications:

- Office Skill: Proficient in the use of computers, Microsoft Suite, online and webpage, record keeping.
- Proficient customer / client skills.

Knowledge Of :

- ◆ Office and Record keeping software.
- ◆ Webpage and multi-media use.
- ◆ Working around heavy equipment.
- ◆ General Aviation industry knowledge.
- ◆ Receipt and Storage of supplies and fuels.

Skills & Abilities:

- ✓ Ability to adapt to changing conditions and requirements.
- ✓ Ability to adapt to emerging technologies.
- ✓ Ability to work in both office and outside environments.
- ✓ Ability to handle multiple demands, meet deadlines, and maintain composure and sense of humor.
- ✓ Ability to read and interpret regulations, rules, and requirements.
- ✓ Ability to write office and technical documents.
- ✓ Customer service orientation to meet customer needs with courtesy and efficiency.
- ✓ Detail oriented with ability to focus on task at hand.
- ✓ Skilled time management to set priorities and complete work on time.
- ✓ Proficient in the use of computers, database, the Microsoft Suite (Word, Excel, PowerPoint), to maintain records, payments, and communicate with outside agencies and customers.
- ✓ Establish and maintain healthy working relationships with customers and co-workers.
- ✓ Work safely and promote safe working conditions.
- ✓ Ability to operate heavy equipment including a fuel truck, snowplow, tractor, and ground power unit.
- ✓ Ability to vacuum, collect trash, and wash floors and counters to maintain cleanliness.

Work Experience:

- ✓ At least 3 years of increasing responsibility in a team and office environment.
- ✓ At least 6 months of related experiences in either customer service including telephone skills, computer office software, or flight line services.
- ✓ Experience ordering and managing supplies in a business environment.
- ✓ Proficient in Excel, Word, PowerPoint, posting and editing web pages and social media such as Facebook.

Town of Buena Vista
Job Description – Airport Operations Specialist

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS:

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Work involves walking, talking, hearing, using hands to handle, feel, or operate objects, tools, or paper, and reaching with hands and arms.

Work is performed in both the office environment, requiring extended periods of time sitting in front of a computer, and the outside environment, and includes working in inclement weather. Extended periods of time will be spent standing and walking, as well as frequently walking up and down stairs. Employee may be exposed to a noisy, dusty environment with variations in temperature.

- ◆ Visual abilities required include vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.
 - ◆ Visual and physical capabilities to work on computers and associated equipment for prolonged periods of time.
 - ◆ Frequent time on the telephone dealing with customers.
 - ◆ Visual and physical capabilities to operate motor vehicles and heavy equipment.
 - ◆ Climb 20 foot ladder.
 - ◆ Lift 50 pounds repeatedly.
 - ◆ Cleaning requires using vacuum, broom, mop, and other cleaning materials.
 - ◆ Will require climbing, balancing, bending, stooping, kneeling, and/or crouching.
 - ◆ Frequent sitting, standing, step climbing, and walking.
-

The duties listed above are intended only as illustrations of the various types of work that may be performed. The job description is subject to change by the employer as the needs of the employer and requirements of the job change.