AUBURN
Human Resources

Coord I, Airport Operations Support

Job Description

JOB INFORMATION

Job Code	DA13
Job Description Title	Coord I, Airport Operations Support
Pay Grade	TR09
Range Minimum	$35,320
33rd %	$40,030
Range Midpoint	$42,380
67th %	$44,740
Range Maximum	$49,450
Exemption Status	Non-Exempt
Organizational use restricted to the following divisions	114 AVP, Administrative Effectiveness
Approved Date:	1/28/2025 3:19:44 PM

JOB FAMILY AND FUNCTION

Job Family:	Transportation
Job Function:	Flight Operations

JOB SUMMARY

The Airport Operations Support Coordinator provides exceptional customer service to all clients at the AU Regional Airport Fixed Base Operator (FBO) facility. This role involves handling a variety of tasks to ensure smooth operations and a positive experience for all customers, 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.

RESPONSIBILITIES

- 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.
- 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.
- Prepares reports and maintains airport activity records in physical and electronic filing systems.
- Processes readiness documents, administers the aircraft configuration status accounting program and verifies aircraft utilization reports.
- 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.
- 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.
- Coordinates with rental car companies regarding billing, issuing vehicles, and receiving returned vehicles.
- 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.
- 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.

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor.

Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

SUPERVISORY RESPONSIBILITIES

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

MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only to be utilized when the candidate does not meet the minimum requirements.

MINIMUM EDUCATION & EXPERIENCE

Education Level	Focus of Education		Years of Experience	Focus of Experience	
High School Diploma or GED		and	2 years of	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.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

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.	
Working knowledge of human resources functions and financial reporting.	
Working knowledge of Auburn University administrative systems appropriate to the position.	
Working knowledge of basic office functions.	
Basic math skills.	

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
None Required.				

REQUIRED PRE-EMPLOYMENT/ONGOING SCREENINGS

Pre-Employment Drug Screening; Random Drug Screening

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	Other

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking			X			
Sitting					X	
Lifting	X					
Climbing		X				
Stooping/ Kneeling/ Crouching		X				

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Reaching				X		
Talking					X	
Hearing					X	
Repetitive Motions				X		
Eye/Hand/Foot Coordination				X		

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Extreme cold		X			
Extreme heat		X			
Humidity			X		
Wet		X			
Noise				X	
Hazards			X		
Temperature Change			X		
Atmospheric Conditions			X		
Vibration				X	

Vision Requirements:

Ability to see information in print and/or electronically.