AUBURN
Human Resources

Coord II, Airport Operations Support

Job Description

JOB INFORMATION

Job Code	DA14
Job Description Title	Coord II, Airport Operations Support
Pay Grade	TR10
Range Minimum	$37,970
33rd %	$43,030
Range Midpoint	$45,560
67th %	$48,090
Range Maximum	$53,150
Exemption Status	Non-Exempt
Organizational use restricted to the following divisions	114 AVP, Administrative Effectiveness
Approved Date:	1/28/2025 3:26:43 PM

JOB FAMILY AND FUNCTION

Job Family:	Transportation
Job Function:	Flight Operations

JOB SUMMARY

The FBO Customer Service Representative or 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 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 specs, 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. Maintains all records required by FAA for airport operating certificate. Issues Notices to Airmen (NOTAMS), weather advisories, and maintains daily log used to document airport activity for critical decision making.
- 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, maintains organization of the flight dispatch operations control area.
- Coordinates with Flight School on fuel orders, issues on the field, and billing of maintenance work orders performed on flight school aircraft.
- Coordinates with rental car companies regarding billing, issuing vehicles, and receiving returned vehicles.
- Ensures proper billing of work orders to the maintenance department, including detailed labor descriptions, squawks, parts and shipping charges.
- 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.
- Escorts contractors, dignitaries, and other personnel as necessary in terminal and airfield; assists airport users with paging services, flight information and related services.

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	General	and	4 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.	
Working knowledge of weather watch/warning/advisory conditions, as well as issuing Notices to Airmen (NOTAMS).	
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.	

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				
Reaching				X		
Talking					X	

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
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.