AUBURN
Human Resources

Supv, Airport Customer Service

Job Description

JOB INFORMATION

Job Code	DA15
Job Description Title	Supv, Airport Customer Service
Pay Grade	TR12
Range Minimum	$42,120
33rd %	$49,140
Range Midpoint	$52,650
67th %	$56,160
Range Maximum	$63,180
Exemption Status	Non-Exempt
Organizational use restricted to the following divisions	114 AVP, Administrative Effectiveness
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JOB FAMILY AND FUNCTION

Job Family:	Transportation
Job Function:	Aviation

JOB SUMMARY

The Airport Customer Service Supervisor is responsible for overseeing daily airport operations, ensuring the highest standards of safety, efficiency, and customer satisfaction. This role is crucial in maintaining a seamless and positive airport experience for all passengers and staff.

RESPONSIBILITIES

- Customer Service: Supervises, mentors, and evaluates airport customer service staff, including scheduling and training on a monthly basis. Coordinates staff activities and schedules to maintain smooth operations. Collaborates with various airport personnel and customers to enhance service delivery.
- Marketing: Designs, leads, and initiates airport marketing programs under the direction of the Airport Deputy Director. This includes creating airport merchandise, managing social media platforms, and participating in trade shows and training events to foster industry connections.
- Operations: Oversees daily Fixed Based Operator (FBO) operations coordinating with aircraft, charter operators, rental car vendors, catering vendors, and airport tenants. Ensures accurate billing and hospitality needs are met.
- Financial: Supervises the processing of aviation credit cards and prepares accounting documents for the Manager. This includes handling credit card transactions, conducting fuel audits, verifying fuel types, invoicing, and balancing credit card machines.

  Prepares financial documents to be processed by airport manager including collection reports, purchasing card reconciliations, TES (Temporary Employment Services) back-charge entries, Kronos timekeeping, EPAFs (Electronic Personnel Action Form) and travel vouchers. Provides backup support for financial reporting and assisting the Executive Support Specialist II during absences.

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 supervise employees but supervision is not the main focus of the job.

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	6 years of	General administrative experience with a financial focus. Experience at a general aviation airport fixed-based operation preferred.	Or
Bachelor's Degree	No specific discipline required. Accounting, Finance, Business Administration, Aviation, or related field is preferred.	and	2 years of	General administrative experience with a financial focus. Experience at a general aviation airport fixed-based operation preferred.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of accounting and budgeting principles and practices, and the ability to analyze financial data.	
Knowledge of aircraft types and specifications that follow airport and FAA regulations.	
Knowledge of aviation and airfield nomenclature and terminology.	
Knowledge of runway loads, proper runway usage, and wind advisories.	
Knowledge of safety protocols as set by the FAA and airport authority.	
Knowledge of aviation and airfield operations.	
Knowledge of customer service policies and procedures.	
Knowledge of weather watch/warning/advisory conditions, as well as the ability to issue Notice-to-Air-Missions (NOTAMS).	
Knowledge of Microsoft Office including Word, Excel, and PowerPoint.	
Knowledge of Human Resource functions.	
Excellent communication, leadership, and organization skills.	

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
	Valid Driver's License	Upon Hire	Required	
	National Air Transportation Association (NATA) Basic Apron Safety & Security	Upon Hire	Desired	
	National Air Transportation Association (NATA) Communications & Customer Service	Upon Hire	Desired	

REQUIRED PRE-EMPLOYMENT/ONGOING SCREENINGS

Pre-Employment Drug Screening; Random Drug Screening; Financial History Check

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	Office and Administrative Support

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing				X		
Walking				X		
Sitting			X			
Lifting			X			25 lbs
Climbing			X			
Stooping/ Kneeling/ Crouching			X			
Reaching			X			
Talking					X	
Hearing					X	
Repetitive Motions					X	
Eye/Hand/Foot Coordination				X		

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Extreme temperatures		X			
Hazards			X		
Wet and/or humid		X			
Noise					X
Chemical			X		
Dusts			X		
Poor ventilation		X			

Vision Requirements:

Ability to see information in print and/or electronically, should have depth perception and the ability to distinguish colors.

Travel Requirements:

In-State; Domestic

Additional Special Requirements:

This position is a "safety- sensitive" position requiring pre-employment drug screening, randoms, post-accident, and reasonable suspicion.