AUBURN
Human Resources

Mgr, Airport Administration & Customer Service

Job Description

JOB INFORMATION

Job Code	EG15
Job Description Title	Mgr, Airport Administration & Customer Service
Pay Grade	AS11
Range Minimum	$49,200
33rd %	$60,680
Range Midpoint	$66,420
67th %	$72,160
Range Maximum	$83,640
Exemption Status	Exempt
Approved Date:	1/1/1900 12:00:00 AM
Legacy Date Last Edited	5/24/2022

JOB FAMILY AND FUNCTION

Job Family:	Administration & Operational Support
Job Function:	Operational Support

JOB SUMMARY

Oversees customer service personnel for the airport and performs a variety of financial operations for the airport, including budgeting and forecasting, university compliance, transaction approvals, journal entries, and reporting, as well as account audits and reconciliations. Serves as point of contact for departments regarding budget and financial process within the AU Airport, as well as for city and government officials, Board of Trustees Members, and local law enforcement agencies. Responsible for the billing of hangars and aircraft based at the airport, including contract lease agreements, creating accounts, and the monthly billing and auditing of hangars. Participates in the airport safety committee, to include, but not limited to, updating safety protocols, and compiling incident reports.

RESPONSIBILITIES

- Performs routine accounting and financial duties, including, but not limited to, preparing, coding, and processing the department's financial transactions. Reviews and audits documentation for completeness, accuracy, and compliance. Investigates and resolves inconsistencies and errors in financial documentation.
- Creates, processes, and finalizes contract lease agreements for airport tenants. Creates new member accounts and processes monthly billing for all airport services and hangars.
- Prepares, reviews, and analyzes quarterly management statements, including budget-to-actual and year-over-year variances. Provides insight to Director and Assistant Director in the determination of new fiscal year budgets.
- Performs financial analysis, including expense summary, forecasting, and budget data tracking, providing reports to department leadership. Manages the development and maintenance of data, and recommends and implements improvements to accounting practices, systems, and procedures.
- Manages the customer service and in-house operations of special events, game days, and board meetings. Provides direct availability for special dignitaries and ensures travel is available at time of arrival and special requests are completed. Collaborates with local and government agencies in preparation of VIPs and other high profile guests.
- Processes and finalizes reports for Federal Excise Tax reimbursements, as well as credit card transactions and reconciliations.
- Provides airport guidelines to pilots for inbound and outbound aircrafts, as well as notification to FAA regarding Notice-to-Air-Missions (NOTAMS) and other construction on airport property. Responsible for recognizing and identifying aircrafts type and specifications, ensuring airport and FAA guidelines are met.
- Responsible for updating fuel prices in all systems accessible to the customer and provides usage reports.
- Dialogues to incoming/outgoing pilots on radio; giving proper runway clearance and usage, wind direction, or direction to the FAA tower if available.

RESPONSIBILITIES

- Notifies Federal Aviation Administration of current construction or restrictions at the airport. Tests the airport crash alarm system daily. Ensures Auburn/Opelika emergency personnel are connected to the airport.

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	Full supervisory responsibility for other employees is a major responsibility and includes training, evaluating, and making or recommending pay, promotion or other employment decisions.

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	
Bachelor's Degree	Degree in Accounting, Finance, or Aviation is required	and	5 years of	Experience in reporting, financial analysis, and budgeting in aviation or airfield operations. Experience with aircraft specification and appropriate FAA guidelines.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Demonstrated knowledge of financial data analysis, as well as accounting and budget principles and practices.	
Demonstrated knowledge of aircraft types and specifications that follow airport and FAA regulations.	
Knowledge of proper communication with pilots flying in and out of the airport.	
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.	

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
DL NUMBER - Driver License, Valid and in State		Upon Hire	Required	

REQUIRED PRE-EMPLOYMENT/ONGOING SCREENINGS

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

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	
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.