

JOB INFORMATION

Job Code	DA15
Job Description Title	Supv, Airport Customer Service
Pay Grade	AS07
Range Minimum	\$36,410
33rd %	\$42,480
Range Midpoint	\$45,510
67th %	\$48,550
Range Maximum	\$54,610
Exemption Status	Non-Exempt
Approved Date:	12/15/2023 2:54:15 PM

JOB FAMILY AND FUNCTION

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

JOB SUMMARY

Assists in overseeing customer service personnel for the airport and performs a variety of financial operations for the airport, including budgeting and forecasting, University compliance, journal entries, and reporting, as well as account audits and reconciliations. Serves as a secondary point of contact for departments regarding budget and financial process within the airport, as well as for city and government officials, Board of Trustees Members, and local law enforcement agencies. Assists with the billing of hangars and aircraft based at the airport, including contract lease agreements, creating accounts, and the monthly billing and auditing of hangars.

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. Assists with investigations and resolves inconsistencies and errors in financial documentation.
- Assists in creating, processing, and finalizing contract lease agreements for airport tenants. Creates new member accounts and processes monthly billing for all airport services and hangars.
- Aids in performing financial analysis, including expense summary, forecasting, and budget data tracking, providing reports to department leadership.
- Assists with customer service and in-house operations of special events, game days, and board meetings. Supports 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.
- Aids in the preparation of reports for Federal Excise Tax reimbursements, as well as credit card transactions and reconciliations.
- Helps to provide airport guidelines to pilots for inbound and outbound aircrafts, as well as notification to FAA regarding Notice-to-Air-Missions (NOTAMS) and other construction or restrictions on airport property. Responsible for recognizing and identifying aircrafts type and specifications, ensuring airport and FAA guidelines are met.
- Aids in updating fuel prices in all systems accessible to the customer and provides usage reports.
- May engage in dialogue with incoming/outgoing pilots on radio; giving proper runway clearance and usage, wind direction, or direction to the FAA tower if available.
- May assist in testing the airport crash alarm system daily. Ensures Auburn/Opelika emergency personnel are connected to the airport.
- 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.

RESPONSIBILITIES

- May assume supervisory responsibilities as needed.

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 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		And	4 years of	General administrative experience with a financial focus. Experience at a general aviation airport fixed-based operation preferred.	Or
Bachelor's Degree	Accounting, Finance, or Business Administration, is required. Aviation is preferred.	And	0 years of	General administrative experience with a financial focus. Experience at a general aviation airport fixed-based operation preferred.	

Substitutions Allowed for Experience Yes

Substitution allowed for Experience: When a candidate has the required education, but lacks the required experience, they may normally apply additional appropriate education toward the experience requirement, at a rate of one (1) year relevant education per year of required experience.

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Financial data analysis, as well as accounting and budget principles and practices.	
Aircraft types and specifications that follow airport and FAA regulations.	
Aviation and airfield nomenclature and terminology.	
Runway loads, proper runway usage, and wind advisories.	
Safety protocols as set by the FAA and airport authority.	
Aviation and airfield operations.	
Customer service policies and procedures.	
Weather watch/warning/advisory conditions, as well as issuing Notice-to-Air-Missions (NOTAMS).	
Microsoft Office including Word, Excel, and Powerpoint.	
Human Resource functions	

MINIMUM LICENSES & CERTIFICATIONS

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

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				
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:

None Required