

AIRPORT OPERATIONS ASSISTANT

Definition:

Under general supervision performs a wide variety of responsible administrative, operations support and office duties; screens, prioritizes and directs callers, visitors and communications; coordinates calendars and meetings; performs a variety of other airport-related support duties of substantial difficulty and performs related work as required.

Essential Duties and Responsibilities:

The responsibilities and essential duties performed on a frequent and recurring basis by an incumbent include the following:

Operates a personal computer and uses applicable software to maintain airport hanger rentals and tie-down data base and produce a variety of correspondence, memoranda, reports and other material independently.

Prepares or assists in the preparation and distribution of notices, applications, bids, proposals and other documents.

Prepares deposits for transient Airport parking money received.

Issues and retrieves Airport users vehicle decals and/or gate cards and records issuance/retrieval data as needed.

Assists in setting up new accounts, resolving delinquent accounts and tracking customer information related to the Airport.

Orients new Airport tenants as to rules, regulations and related matters.

Prepares open and closed session City Council agenda letters and resolutions; identifies agenda items and compiles and tracks agenda reports.

Reviews and checks documents, records and forms for accuracy, completeness and conformance to applicable rules and regulations.

Maintains and revises filing systems and prepares, processes and maintains personnel and departmental payroll records.

Performs a variety of specialized clerical duties and other tasks related to the Airport.

Reviews reports and maintains records of expenditures and assists in preparing the Airport budget.

Receives complaints, answers questions regarding Airport policies and procedures and exercises judgment in determining proper course of action.

Provides information to City staff and the public, in person or by telephone, where judgment, knowledge and interpretation of Airport policies and regulations are necessary.

Schedules appointments, coordinates meetings, screens telephone calls, visitors and written and electronic communications and refers same to appropriate staff.

Collects and compiles statistical and financial data, surveys, records and other information for inclusion in special and periodic reports.

Composes and prepares correspondence and other documents independently.

May provide roster and agenda support and may take, prepare and disseminate minutes for meetings and communicate with applicable commission/committee members.

Opens, stamps and routes mail and oversees the ordering of office supplies.

Operates a variety of office equipment.

Drives a vehicle on City business.

Other Duties and Responsibilities Include:

Performs other projects/tasks as assigned.

Lifts and carries boxes of files and other items weighing 30 pounds or less.

May make recommendations regarding changes in procedures.

May lead and train staff and review their work.

Class Characteristics:

The Airport Operations Assistant is a single incumbent class in the Airport Division. The incumbent performs a variety of office and general tasks in support of the Airport office and operations.

Contacts and Relationships:

The Airport Operations Assistant establishes and maintains contact with other Airport staff and other City staff. Additional contact will occur with the Airport Noise and Safety Committee as well as a variety of Airport customers, the public, vendors and contractors and their staff.

Qualification Guidelines:

The knowledge and abilities which are required to perform the duties and responsibilities of this class include the following:

Knowledge of:

English usage, spelling, grammar and punctuation.

Office administration and management practices and procedures.

Basic research methods and techniques.

Principles and practices of business communication and report writing.

Applicable laws, ordinances, rules, regulations, policies, collective bargaining agreements and administrative procedures.

Financial and general recordkeeping, purchasing, budgeting practices and business math.

Computer applications related to area assigned including spreadsheet and graphics applications.

Filing and indexing methods.

Basic customer service and conflict resolution techniques.

AND

Ability to:

Perform highly responsible office work involving the use of independent judgment and initiative.

Learn, interpret and apply Airport policies, laws, rules and regulations and applicable Memorandums of Agreement.

Make sound decisions in accordance with established policies and procedures.

Compose correspondence independently.

Communicate effectively orally and in writing in English.

Adhere to multiple deadlines and handle multiple projects.

Prepare reports with accuracy and speed and make accurate mathematical calculations.

Lead and train assigned staff and review their work.

Establish and maintain effective relationships with those contacted in the course of work.

Read and write at the level required for successful job performance.

Operate a personal computer and use applicable software.

Understand and carry out oral and written instructions independently.

Meet the public with courtesy and tact.

A typical way to obtain the knowledge and abilities is as follows:

Education: Graduation from high school.

AND

Experience: Three years of increasingly responsible office-related duties at the Clerical Assistant III level with the City of Fullerton or in a similar position.

Special Requirements Include:

Type at a net speed of 50 words per minute.

Must be able to work a flexible schedule to accommodate City needs.

California Government Code §3100 – 3109 requires that all public employees are to be declared disaster service workers and shall take and subscribe to the related oath or affirmation as required.

Valid and appropriate California Drivers License and acceptable driving record at time of appointment and throughout employment in this position.

Physical Tasks and Working Conditions Include the Following:

Work is performed in an office environment and requires sitting for periods of time. The incumbent uses a computer, keyboard and related equipment, stands, walks and may twist, reach, bend, crouch, kneel, grasp, push, pull, drag and lift boxes of files and other items weighing 30 pounds or less. The incumbent drives a vehicle on City business and may be exposed to extreme noise requiring sound suppressors, chemicals, solvents and other substances related to airport operations and airplane and vehicle traffic. The incumbent must be able to meet the physical requirements of the class and have mobility, balance, coordination, vision, hearing and dexterity levels appropriate to the duties to be performed.

Fair Labor Standards Act Designation: Non-exempt

Established August 2008