AIRPORT ASSISTANT

DEFINITION

Under supervision of the Airport Manager, performs a variety of office assistance and receptionist assignments; types materials; operates and maintains the Airport with no supervision during absence of Airport Manager; and performs related work as assigned.

DISTINGUISHING CHARACTERISTICS

Incumbents are expected to be familiar with Airport rules and regulations. Job assignments are performed with minimal guidance and supervision.

REPORTS TO

Airport Manager, and/or GSA Public Services Director.

CLASSIFICATIONS SUPERVISED

None.

EXAMPLES OF DUTIES

Serves as an Airport receptionist greeting Airport visitors and answering the telephone, providing information and referring calls and visitors to others; takes and transmits messages, receives monies and records payments; may assist with basic financial record keeping; maintains, operates, and assists customers with aviation fuel system; operates radio to provide airport and landing advisories; receives, sorts and distributes mail; maintains inventories of informational material; assists with a variety of office files and records; types and proofreads documents and materials; assists with a variety of office files and materials; operates a computer, using word processing, spreadsheet, Internet, and other software; operates office equipment; and performs other duties as assigned.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; ability to walk on slippery and uneven terrain; normal manual dexterity; and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.
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TYPICAL WORKING CONDITIONS

Work is performed in both an office environment and outdoors; some exposure to variances in temperature and weather conditions; contact with staff and the public.

DESIRABLE QUALIFICATIONS

Knowledge of:

• Principles, practices and terminology of airport operation, maintenance and services.
• Federal Aviation Administration and State rules and regulations regarding governing airport operations and safety.
• Safe work methods and safety practices related to the work.
• Basic office administration, including the operation of standard office equipment such as computers, typewriters, calculators, etc.

Ability to:

• Communicate clearly and concisely, both orally and in writing.
• Establish and maintain cordial, effective relationships with clients, and with others.
• Work efficiently and effectively with minimum, or no, supervision.
• Operate a computer and other standard office equipment.
• Make accurate arithmetic calculations and keep basic records.

Training and Experience: Any combination of training and experience which would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience and interest in aviation and/airport operations.

Some training in office and computer skills is desirable.

Special Requirements:

• Possession of a valid California Driver’s License issued by the State of California Department of Motor Vehicles.