

## **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; 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.

## **AIRPORT ASSISTANT - 2**

### **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.