

CITY OF CHARLEVOIX

Title: Airport Attendant

FLSA: Non-exempt

STATUS: Seasonal

Department: Airport

Reports To: Airport Manager

Date: March 21, 2016

Position Purpose

This position is responsible for ensuring the safe and efficient ramping and fueling of aircraft, operation of mowing and snow removal equipment, general maintenance of airport facility/property, daily counter sales, and provides providing quality customer service to pilots, patrons, and other Airport customers.

Scope/Environment

Works under the general supervision of the Airport Manager, Operations Manager or designee. Position requires individual(s) to operate several pieces of mechanized and non-mechanized equipment outdoors in all types of weather and the ability to maintain that equipment. Duties involve exertion of physical strength and dexterity. Works primarily outdoors in all types of weather. Interacts with high-end summer visitors/users during busy resort season, with ability to affect their first impression of the City. Services multi-million dollar aircraft and operates complex, expensive equipment in an environment that requires attention to detail and adherence to FAA/OSHA/MIOSHA/City safety practices.

Essential Job Functions

- Operate various types of complex/expensive motorized and non-motorized equipment and tools in safe and efficient manner to mow airport property.
- Assist in quality-testing of fuel, fueling, and ramping of aircraft.
- Perform associated recordkeeping (fuel logs, labor and time distribution, and inspections, et al).
- Collect revenue and provide general customer service.
- Perform upkeep and preventive maintenance of airport equipment as assigned.
- Ensure that shop areas and fueling and mowing equipment are inspected and cleaned (on a daily basis), and that all tools are returned to their designed areas. Responsible for maintaining cleanliness of airport property during mowing and fueling activities.
- Share janitorial responsibility of facilities, including terminal and SRE building with other/all airport personnel.
- Answer phones, greet public, answer patron inquiries, and provide high level of customer service.
- Input various data and coordinate reporting with City staff.
- Abide by applicable FAA/OSHA/MIOSHA/City safety practices.
- Performs other duties as assigned by Airport Manager and/or Operations Manager

Knowledge, Skills and Abilities Required

- Excellent interpersonal skills and ability to communicate with the public in a courteous and effective manner.

- Mechanical aptitude and the ability to determine the kind of tools and equipment needed to do a job, to perform routine maintenance/repairs, and to operate various types of motorized and non-motorized equipment and tools safely and efficiently.
- Attention to safety/ability to perform duties in compliance with 14 CFR Part 139 Fire Training for fuel operations.
- Flexibility regarding work hours and availability for after-hour call ins. (Some work on weekends and holidays will be required.) Prompt response to call in's and dependability are required.
- Experience with cash collections, point-of-sale and credit card machines.
- Intermediate computer skills (MS Excel, Word, Outlook, PowerPoint).
- Flexibility regarding work hours and availability for after-hour call-ins.
- Ability to communicate with public in courteous and effective manner.
- Motivated self-starter with positive responsible attitude.

Required Certifications

- High school graduate or equivalent; some college preferred.
- 18 years or age or older (legal restriction to operate some equipment).
- Ability to meet applicable FAA/OSHA/MIOSHA/City guidelines for various fueling and equipment operations.

The information contained in this position description is intended to describe the general content and requirements for successful performance of the job. It is not an exhaustive list of duties, responsibilities or requirements. Additional duties and requirements may be assigned at the sole discretion of the City. Hence, the job description does not constitute an employment agreement between the employer and employee and is subject to change by the employers as the needs of the employer and requirements of the job change. The position is an at-will position.

City Council Approval: March 21, 2016