

Airport Operations Assistant (Seasonal)

MARTHA'S VINEYARD AIRPORT

(County of Dukes County, Commonwealth of Massachusetts)

Reports to: Assistant Airport Manager or Designee

Last Updated: March 2018

Position Definition:

The Airport Operations Assistant shall provide passenger and aircraft services, passenger processing, and customer service to the traveling public. Assisting the Operations Specialist, the Operations Assistant will meet and greet customers, marshal aircraft, provide ramp side transportation to and from aircraft to prevent delay, and expedite accurate customer processing. Performing maintenance, custodial and ground activities at the Airport and Airport Business Park and undertaking related work as directed. The Airport Operations Assistant will also be responsible for maintaining a clean and safe environment at the Airport.

Supervision:

The Airport Operations Assistant will be under the general supervision of the Assistant Airport Manager or their Designee and under the direct supervision of the Airport Operations Supervisor.

Job Environment:

The Airport Operations Assistant will work in a combination of indoor and outdoor environments dependent on assignments. Outdoor assignments will include exposure to all weather conditions. Work in and around the Aircraft Operations Area (AOA), in the terminal building, the parking areas of the Airport Business Park. These areas are near hazards associated with airports and business parks, such as jet fuel, fumes, loud noises, moving mechanical parts etc. The employee may be required to wear protective clothing and equipment. The work may include assignments to various shifts, weekends, holidays, and overtime as necessary. Frequently may work in the Operations Office, spending time performing office functions.

Operates a variety of trucks, mowers, hand and power tools, as well as office equipment.

Essential Functions:

The primary responsibility of all Airport staff is to ensure the safe, efficient and accurate processing and servicing of passengers and aircraft. This responsibility must be met according to strict schedules, in accordance with the Airport Certification Manual and applicable regulatory guidelines.

Daily tasks will include aircraft parking, aircraft loading and unloading, aircraft servicing, passenger transport, customer processing, parking control, air-to-ground radio operation,

writing customer service orders, customer order processing and dispatching, cashiering activities, security vehicle parking and access control. Alternatively seasonal assignments may be manual landscaping, light equipment operation, power tool operation, rubbish and debris removal, and light janitorial duties.

Inaccuracy or carelessness may result in significant penalty to the Airport, significant passenger and aircraft delay, and in extreme cases, loss of life.

Examples of Duties

(The essential function or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

Inspects and monitors airport facilities during the work shift and informs supervisors of any change in conditions affecting airport operations or security.

Monitors and maintains the security of all airport buildings, grounds, and aircraft parking ramp during shift, staffs the Operations Office, maintains telephone and radio communication with aviation officials and the general public; processes fuel orders, landing fees, tie down fees, parking fees, ramp passes, etc., processing cash and credit card sales; refers specific problems or situations to the Airport Management or their designee. Responds to inquiries and concerns of the general public, providing information about airport operations.

Greets arriving pilots and ensures that they are leaving their aircraft in the appropriate location. Answers questions about airport operation to pilots and other aviation personnel. Dispenses fuel into aircraft; refills fuel trucks with aviation gasoline and jet fuel.

Watches for conditions that may adversely affect the safe operation of aircraft at the airport, such as damage or debris or standing water, or any other unsafe condition; in the event of an unsafe condition, notifies the Operations Specialist or Supervisor and reports the condition.

Performs additional maintenance and custodial work, including cleaning of terminal building when necessary, policing of grounds, enforcing parking regulations in lots, and mowing of grass areas specified by Airport Management or their designee.

Performs similar or related work as situation dictates.

Recommended Minimum Qualifications:

Knowledge: The Airport Operations Assistant shall have a basic knowledge of vehicle operation, personal computer operation and basic office equipment, and light maintenance equipment.

Ability: The minimum qualifications for this job include the ability to perform basic maintenance and janitorial duties, operate light equipment, power tools, basic office

equipment, including cash register, credit card processing equipment, telephones, fax machines, and word processors. The Operations Assistant must maintain a valid Massachusetts Operator's License for Airport equipment operation and successfully undergo a security background check.

The ability to communicate effectively including reading, writing, and speaking the English language, in order to understand regulatory requirements of the Airport, and allow for the efficient routine and non-routine communications associate with Airport Operations.

Skill: The Airport Operations Assistant must possess skills in effective time management, task prioritization, customer interaction, and problem solving.

Physical Requirements:

The minimum physical qualifications required to accomplish the above stated essential job functions include the ability to stand and walk for extended periods of time over various terrain, stooping, kneeling, reaching and grasping with hands and arms, climbing ladders, and lifting/carrying of equipment weighing 50 pounds. Operations Assistants may be exposed to extended periods of loud noises, various levels of blowing dust and aircraft fumes associated with aircraft operations.

(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for the personnel action and is subject to change by the employer as the needs of the employer and requirements of the job change.)