

Airport Terminal Services Coordinator Tompkins County

Department: Airport
Classification: Competitive
Labor Grade: White Collar Grade 13
Approved: Bd. Res. #363, 12/21/93
Revised: 4/13; 2/17
By: AF, Commissioner of Personnel

MINIMUM QUALIFICATIONS:

- (a) Graduation from a regionally accredited or New York State registered two year college with an Associates Degree **AND** three years full-time paid (or the equivalent part-time and/or volunteer) experience in airline customer service **AND/OR** performing airport buildings maintenance, one year of which must have been in a supervisory capacity; **OR**
- (b) Graduation from high school or possession of high school equivalency diploma **AND** five years of full-time paid (or the equivalent part-time and/or volunteer) experience in airline customer service **AND/OR** airport buildings maintenance, two years of which must have been in a supervisory capacity; **OR**
- (c) Any combination of training and experience equal to or greater than that described in (a) or (b) above.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

DISTINGUISHING FEATURES OF THE CLASS:

This is a professional and technical position relating to the development of customer service together with local safety of all phases of airport terminal operations. This position will be the primary interface to the traveling public and will mediate customer concerns directly with the respective air carriers. The work is performed in accordance with established policies and procedures, permitting the exercise of considerable independent judgement and autonomy when carrying out the details of the work.

Decisions involving day-to-day customer interaction, relationship building with air carriers at local as well as corporate levels are made without the guidance of the Airport Operations Administrator/ARFF Chief. This is also a position which ensures the smooth and efficient running of the terminal complex, including the building and parking lots. The work is performed under the general supervision of the Airport Operations Administrator/ARFF Chief. Supervision of other Airport staff is generally not a function of this position, however, the employee will supervise the Airport Terminal Services program area. This will entail overseeing and supervising the contracts of the parking lots, terminal security/traffic control, terminal cleaning, and interior plant maintenance. In addition, this position will deal with the daily needs and problems of the terminal tenants, handle the efficient delivery of services to the general public, and provide administration services for all terminal related areas. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

- Works with outside community, civic and trade associations in a collaborative approach to benefit air service Development and customer service;
- Plans, organizes and coordinates various projects, programs and services related to customer service;
- Researches and identifies pending legislative rules, regulations, and policies and coordinates with Airport staff and external stakeholders with regard to implementation;
- Formulates recommendations and prepares reports and correspondence;
- Interacts with regional stakeholders to obtain data and information for new business partners;
- Coordinates data with stakeholders for marketing purposes related to the airport;
- Maintain database on passenger carriers, local & regional business contacts and other passenger related industry contacts;
- Assist with data collection for passengers and tenants;
- Provide staff support to committees or other departments, as assigned;
- Assists the marketing contractor in developing marketing plans and promotional events that support the airport and airlines.
- Supervises the parking lot, cleaning, plant maintenance, and security/traffic control management contracts;
- Ensures all terminal tenants needs are met to enable them to provide acceptable service to the general public;
- Ensures all concessionaires' needs are met and monitors levels of service provided to the general public;

- Assimilates information concerning all terminal systems, including baggage delivery, HVAC, MUFIDS, parking, P.A., electrical, plumbing, and water to trouble-shoot, and to arrange and monitor maintenance contracts, where applicable;
- Arranges for routine (in-house) maintenance;
- Deals directly with members of the public concerning comments, complaints and lost and found;
- Arranges tours of the terminal facilities for interested members of the general public;
- Deals with other County departments concerning terminal requirements, including Purchasing, Buildings and Grounds, Public Works Administration, Engineering and County Administration;
- Deals with outside companies to arrange terminal contracts and discuss complaints and service delivery;
- Conducts surveys and provides various reports for department needs and Board member information.
- Perform other related task as assigned or required.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Good knowledge of the principles, methods, and tools used in airport terminal systems and building maintenance;
- Good knowledge of the common practices, tools, terminology and safety precautions of all the mechanical and construction trades;
- Ability to deal with high level tenants and vendor personnel in a tactful and efficient manner;
- Good knowledge of airport terminology and safety procedures;
- Ability to determine terminal needs and to plan for the efficient and cost-effective use of resources;
- Ability to plan and direct the work of others;
- Ability to monitor, prepare reports and maintain records;
- Ability to communicate well with tenants, concessionaires, and other airport users;
- Oversees airport terminal operations including security and traffic flow;
- Researches activities and procedures at other commercial service airports to maintain consistency with industry standards;
- Corresponds and confers with other airport officials, professional aviation organizations, Federal Aviation Administration, Transportation Security Administration, Sheriff, FBI, airport engineering consultants, tenants, contractors, vendors, and County departments and officials;
- Prepares presentations and speaks at public forums to promote airport and aviation activities;
- Attends job related training and seminars as approved by the Airport Operations Administrator/ARFF Chief.

PHYSICAL, MENTAL AND ENVIRONMENTAL DEMANDS:

The employee will exercise moderate physical effort in that he/she must be able to walk around the terminal and airport grounds for extended periods of time within a standard eight-hour work day. Other types of physical effort are minimal with the exception of the occasional requirement to lift boxes of office supplies and paper goods up to twenty pounds. The job requires moderate visual effort. The incumbent's visual acuity must be sufficient to enable him or her to see and accurately work with information on a computer screen. The employee's hearing must be sufficiently acute to enable him or her to hear, understand and carry out verbal instructions. The employee must have the physical ability to manipulate a computer keyboard and other types of office equipment requiring moderate precision, manual dexterity and operating knowledge/skill. These fine motor skills include adequate hand/eye coordination and the full use of fingers, hands and arms to perform the essential functions of this job.

Psychological demands are moderate with occasional unpredictable fluctuations in work volume, regular changes in work priority or/or conflicting deadlines. As a customer service position, the employee must possess considerable interpersonal skills that enable the employee to work closely and cooperatively with others in order to solve problems and conflicts. He or she may occasionally be required to work alone.

The work environment has minimal exposure to disagreeable conditions and risk. Almost all work is performed indoors in a temperature controlled environment, so excessive heat, cold, humidity, noise, etc., are not factors that are significant to this job. The employee may at times be asked to drive to get to remote locations, or otherwise demonstrate the ability to meet the limited transportation requirements of this job.

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