

**City of Pendleton**

**Job Description**

**Office Specialist 3 – Airport**

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| **Department**:  Airport | **FLSA**:  Non-exempt |
| **Reports to**:  Airport Manager | **Representation**:  SEIU |
| **Pay Range**:  17, SEIU salary scale | **Date**:  October, 2014 |

**GENERAL POSITION SUMMARY:** *(why does this position exist)*

Performs secretarial functions for the airport including: front desk/phone reception, processing accounts payable and receivable, preparing or processing grant/budget/audit reports, answering questions/providing information, preparing correspondence, record keeping, mail sorting, Airport Commission secretary/minutes/meetings, processing airport land and building leases, preparing FAA reports, other department activity reports as required.

**ESSENTIAL FUNCTIONS/MAJOR RESPONSIBILITIES:** *(list those tasks that HAVE TO BE DONE to accomplish the job purpose)*

1. Reception/Customer Service: delivers customer service while handling correspondence, phones; assisting customers. Works with FAA officials, airline representatives, pilots, tenants, Airport Commissioners, City Councilors, staff from other departments, and the general public to provide service and answer a variety of questions all while presenting a positive and welcoming image of the department.
2. Administrative Support: Provides administrative support to the Airport Manager, including: conducting research and preparing reports as needed; preparing correspondence; making meeting arrangements; maintaining records and retrieving data as required.
3. Accounting: Coordinates all department financial activities and record keeping, including: receives, accounts for and deposits department accounts payable and receivable; helps prepare annual budget documents; tracks and monitors department expenditures; processes grants and prepares reports required to receive revenues under them; assists in preparation for annual audit; and tracks lease payments due.
4. FAA: Maintains the Airport Certification Manual, including drafting any required revisions; maintains training records; prepares NOTAM filings; processes Gate Card applications; assists in preparation for annual airport inspection.

1. Property Management: Maintains all lease records for: airport hangars, commercial leases, residential leases, and farm lease. Assists in marketing all available properties. Responds to questions or concerns from renters and helps to arrange for maintenance as needed. Processes new property leases as well as lease renewals and transfers. Maintains a system for tracking payments, lease expiration dates, and other administrative details.
2. Airport Commission: Serves as secretary to Airport Commission; takes and transcribes minutes of meetings, maintains records, distributes minutes, prepares agendas; composes routine follow-up correspondence required after meetings; arranges and sets up for regular and special meetings.
3. Records Management: Establishes and maintains department records utilizing up-to-date filing systems for hard copy and electronic media and according to established data management and retention protocols.

1. Office Management: Orders and keeps organized all department supplies and stationery products; contacts service personnel for office machines; solicits bids for replacement equipment. Creates forms as needed and keeps supplies of forms in stock and organized for departmental use. Responsible for inventory management.

**IMPORTANT FUNCTIONS:** *(list those tasks that may be done, but are not essential to fulfill the job purpose; any ancillary job tasks)*

1. Organize projects involving volunteers, including monitoring and reporting hours volunteered to payroll.

2. Attends meetings and serves on committees as required.

3. Tradeshow exhibiting and event coordination.

4. Other duties as assigned.

**DISTINGUISHING CHARACTERISTICS:** *(what separates this job from others in the series?)*

Not in a series.

**JOB SPECIFICATIONS:** *(Education and experience requirements are minimum standards. Other equivalent combinations of education, training and experience will be considered.)*

1**. Education & Experience** *Education and experience requirements are minimum standards.*

1. High School Diploma (or GED) is required; or
2. Associates Degree or a Business College certificate is preferred, but not required for the position; and
3. Work Experience: Indicate the minimum level of work-related experience required to effectively perform the position’s responsibilities. Check only one box.

Less than 12 months

1 – 3 years

3 – 5 years

5 – 8 years

Other

Describe experience: A minimum of two (2) years increasingly responsible office/reception experience in a customer service capacity; taking money/making deposits preferred.

1. Satisfactory equivalent combination of education and experience.

**2. Special Requirements:**

1. Must possess, or be able to obtain by time of hire, a valid driver’s license.
2. Must be able to pass the department’s security clearance standards including review of criminal history and driving record.

**3**. **Necessary Knowledge, Skills and Abilities:**

1. Knowledge of modern office practices and procedures.
2. Knowledge of, and proficiency in, computer use and electronic data processing.
3. Knowledge of English and composition, spelling, punctuation and arithmetic.
4. Knowledge of City policies, procedures, and regulations related to airport operations.
5. Knowledge of safety standards, practices and procedures applicable to area of assignment.
6. Knowledge of, or ability to learn FAA regulations regarding airport operation/ runways/taxiways and functions of an airfield system.
7. Knowledge of, or ability to learn, landlord/tenant regulations.
8. Ability to make decisions independently in accordance with established policy.
9. Ability to perform recurring duties independently and to complete new tasks with limited supervision.
10. Ability to work harmoniously with other employees and to deal tactfully with the public.
11. Ability to handle stressful situations.

1. Ability to maintain regular and predictable attendance to serve customers, interact with co-workers, supervisor, clients, etc., attend meetings and trainings, etc.
2. Ability to establish and maintain effective working relationships and work as a team member.
3. Ability to perform work in a manner consistent with the City’s Core Values of: Respect, Integrity, Caring, Responsibility, Citizenship, Cooperation and Industriousness.

1. Ability to perform the essential functions of the job.

**4.** **Tools and Equipment Used:** *List specialized tools or equipment needed to perform tasks. Add or delete from the sample list below.*

1. Standard office equipment including telephones, computer, printer, fax machine and copy machines; Computer software (Choose all that apply):

MS based word-processing, spreadsheet, and/or data base programs

Outlook or other email communication.

Internet and/or social media

Presentation or desktop publishing software

Specialized or custom software

1. Vehicle - Car/pickup/van/SUV

**5.** **Supervision:**

1. This position does not supervise other staff.
2. This position reports to the Airport Manager. Supervision received is (Choose one):

Direct. Supervisor provides assignments, directs work on a regular basis, and tasks or procedures are usually well defined.

General. Work is assigned more generally and the employee has some autonomy to determine the order or manner in which the work is completed. Existing practices and procedures are used as guidelines to determine work methods.

Limited. Work is performed highly independently with little direction. Position has significant decision-making discretion. Work is evaluated for overall effectiveness.

**6.** **Communications**:

1. Communications are: (*Choose one*)

Primarily with other City staff and/or customers.

Regularly includes others outside the organization (not customers), such as vendors, contractors, attorneys, agents, or business partners.

Routinely with leaders inside and outside the organization such as department heads, City Councilors, public officials from other agencies, and/or community leaders.

1. The communications may be (*Check any that apply*):

Complex

Controversial

Confidential

Have significant impact (affect City services or reputation, or have legal or financial consequences)

**7.** **Cognitive Functions**: *Check the one that most closely aligns to position:*

Tasks require the employee to remember complex processes and/or be able to perform multi-step jobs without step-by-step instructions. Requires a moderate level of independent thinking and reasoning.

Tasks are highly creative or complex and requires significant mental exertion that would typically require specialized schooling, training, certification or a license to be able to accomplish. Employee has some control over the planning and performance of the work, and may determine their own practices and procedures.

Responsibilities include significant accountability (i.e. could expose the City to risk or liability, generate public censure, or impact the work or reputation of the City.) Work is performed highly independently. Employee has significant control over the planning and performance of the work, and may develop or recommend new practices and procedures.

Responsible for developing or approving programs/services; determining quantity and/or quality standards; and monitoring, evaluating, and analyzing program effectiveness to determine success or failure. Routinely engages in autonomous problem-solving. May include developing and implementing policies, procedures or regulations.

**8. Problem Solving:** *Indicate the nature of problems regularly encountered by this position. Check only one box.*

Most situations are resolved using standard procedures and established guidelines.

Situations are somewhat varied; requires application of specific technical skills and expertise.

Varied situations that require significant analysis or interpretation; general precedents and practices used, but may be modified.

Highly varied and unpredictable situations, complex and often non-recurring; new and creative approaches required.

**9.Work Environment*:*** *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

1. Work is performed primarily indoors. Work is most often in a temperature controlled office but may include work in other City buildings and outside on various City properties.
2. Strength Rating (see attached definitions) is: Light .
3. Hazards include: *Check all that apply and include the percentage of time exposed to the listed hazard:*

Office environment / no specific or unusual physical or environmental demands.

Work on and around heavy construction equipment \_\_\_\_%

Exposure to toxic elements/hazardous chemicals \_\_\_\_%

Work at heights in excess of 20 feet \_\_\_%

More than occasional exposure to poor air quality (excessive dust, smoke, fumes, gases, etc.) \_\_\_\_%

Exposure to weather or temperature extremes \_\_\_%

Isolation \_\_\_\_%

Exposure to light or noise extremes \_\_\_\_%

Regular travel outside the City \_\_\_\_%

Risk of injury \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(list) \_\_\_\_%

Significant physical exertion required to\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_%

Other (describe) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. General hours of work are 8:00 a.m. – 5:00 p.m. Monday – Friday however persons in this classification may be assigned to attend meetings or run activities in the evenings, early morning or on weekends, or be on-call. Variations include (check all that apply):

Frequent or regular overtime

Subject to emergency call out

Split or Night shifts

**10.** **Resource Accountability:**

1. Check item(s) that describe involvement in the budgetary process:

Not applicable  Input  Prepare  Forecast  Monitor  Approve

1. This position has resource accountability for the following level of assets (choose one):

Significant – as would be typified by purchasing authorization up to $25,000, or responsibility for operation or use of very high-level equipment/assets.

Moderate – as would be typified by purchasing authority up to $5,000 or responsibility for operation or use of equipment/assets of moderate value.

None/Low – employees with no purchasing authority or responsibility for operation or use of equipment/assets of modest value.

1. Persons in this classification are responsible to make purchasing decisions resulting in the most efficient solution for the lowest cost.

*The job classification description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

Drafted: 10/8/14

Adopted:

Revised: August, 2020

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Employee Acknowledgment/Date Supervisor Approval/Date

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Department Head Approval/Date Administration Approval/Date

Overall Job Strength Rating Definitions

(Oregon Workers’ Compensation Rules, Div. 436-035-0012)

**S - Sedentary** – exerting up to 10 pounds of force occasionally, or a negligible amount of force frequently to lift, carry, push, pull, or otherwise move objects. Job is mostly sitting, but brief walking and/or standing (occasionally) may be required.

**L – Light**  - exerting up to 20 pounds of force occasionally, or up to 10 pounds of force frequently, or a negligible amount of force continually to lift, carry, push, pull or move objects. Job is largely sitting, but more than sedentary walking or standing may be required. Work is light if job tasks are done sitting, but considerable upper body or arm movement or use of leg controls is involved.

**M – Medium** - exerting 20 to 50 pounds of force occasionally, or 10 to 25 pounds of force frequently, or greater than negligible up to 10 pounds of force continually to lift, carry, push, pull or move objects. Standing, walking, and/or other positional physical movements may be occasional to frequent.

**H – Heavy** – exerting 50 to 100 pounds of force occasionally, or 25 to 50 pounds of force frequently, or 10 to 20 pounds of force continually to lift, carry, push, pull, or move objects. Walking, standing, and other positional physical requirements may be frequent to continual.

**V/H – Very Heavy** – exerting in excess of 100 pounds of force occasionally, or in excess of 50 pounds of force frequently, or in excess of 20 pounds of force continually to lift, carry, push, pull, or move objects. Walking, standing, and other positional physical requirements may be frequent to continual.