

**JOB DESCRIPTION  
CITY OF SPRINGFIELD**

**HUMAN RESOURCES DEPARTMENT  
EMPLOYMENT AND  
COMPENSATION DIVISION**

	General Aviation Customer Service
Job Title	<u>Coordinator</u>
Sch.& Grade	<u>PAT-6</u>
Class Code	<u>CG03</u>
FLSA Status	<u>Exempt</u>
Bargain Unit Elig.	<u>Not eligible</u>
Occupational Group	<u>Financial</u>

**PRIMARY PURPOSE:**

Ensures that quality services are provided to corporate and general aviation customers utilizing the General Aviation (GA) complex at the Springfield-Branson Regional Airport.

**SUPERVISION:**

Under the direct supervision of the *Assistant Director of Aviation - Administration*. May also report to the Airport Marketing/Communications Coordinator as appropriate. Supervises assigned personnel.

**DESCRIPTION OF WORK:**

**ESSENTIAL FUNCTIONS:**

1. Oversees customer service operations, supervises assigned personnel and participates in the daily functions of the General Aviation complex, implementing changes as required.
2. Completes work schedules and approves requests for leave; calls in off-duty personnel as needed to maintain minimum staffing requirements to meet customer demands.
3. Responds to and resolves customer complaints, reports such complaints received and their resolution to appropriate personnel as needed.
4. Coordinates activities of GA personnel with Aircraft Services Coordinator and line service personnel. Develops and implements suggestions for improvements as needed.
5. Coordinates ongoing training for GA personnel to ensure that quality services are provided.
6. Trains GA personnel and others, as appropriate, in the use of computer software programs, point-of-sale (EPOS) machines, and GA procedures. Makes suggestions for improvement as needed.
7. Prepares annual budget requests for the GA complex and submits same to the Business Office.
8. Prepares bank deposits as required and ensures that cash funds are balanced.
9. Summarizes appropriate financial and statistical information for use in daily balancing, statistical summaries, surveys, benchmarking, etc.
10. Responds to and appropriately resolves customer billing inquiries as required.

**IMPORTANT FUNCTIONS:**

1. Attends conferences, workshops, seminars and other training for professional development purposes.

*Performs related work as required.*

**QUALIFICATIONS REQUIRED:**

Any combination of education, training, and experience providing the following knowledge, skills, and abilities:

**Knowledge**

Basic knowledge of accounting practices and automated accounting systems utilization; knowledge of computer based spreadsheets, database and word processing programs as well as EPOS equipment and other common office equipment. Knowledge of modern office practices.

**Abilities**

Effectively train and supervise assigned personnel; think critically and independently to resolve customer service issues; speak clearly and hear accurately in order to answer and place telephone calls and provide information to customers and visitors; excellent interpersonal skills including courtesy and tact to order to deal effectively with customers and visitors; handle a large volume of public contact, including difficult situations and interruptions, in a pleasant and efficient manner; remember and recall details, events and names to efficiently assist customers; proficiently operate a computer and utilize appropriate software; follow oral and written instructions; present an overall professional image; prepare clear and comprehensive reports; operate a two-way and ground-to-air radio system; model and promote acceptance and respect for differences among employees and citizens; perform effectively as a member of the team in carrying out the City’s stated mission and philosophy as well as the Airport Board’s goals and objectives; perform the essential functions of the job without posing a direct threat to the health and safety of others.

**Experience, Education, and Training**

Typically requires a minimum of five years of experience in customer service operations with two years of experience in bookkeeping or accounting. Customer service experience in a general aviation environment is highly desirable.

**Physical Requirements**

Performs bending, sorting, and reaching to both ground level and overhead; pushes and pulls up to 25 pounds; holds and grips objects; operates a computer keyboard and/or mouse. Visually observe security monitors.

**Working Environment**

Indoors with heating and cooling regulated in a general office environment.

**Licensing/Certification**

None required.

**Miscellaneous Requirements**

Must pass background investigation required by FAA regulations. May be required to work variable days and shifts including weekends and holidays.

<b>Last Revision:</b>	February 10, 2012	<b>GENERAL ORDINANCE NO.</b> 4906
<b>Comments:</b>	Updated Abilities	<b>Date:</b> June 21, 1999

**I have read the foregoing job description in its entirety and understand its contents. I can perform the essential functions outlined with or without reasonable accommodation under the Americans with Disabilities Act.**

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_