

**JOB DESCRIPTION  
CITY OF SPRINGFIELD**

**HUMAN RESOURCES DEPARTMENT  
EMPLOYMENT AND  
COMPENSATION DIVISION**

Job Title Terminal Services Assistant  
Sch & Grade PAT-3  
Class Code FE56  
FLSA Status Non-exempt  
Bargain Unit Elig. AFSCME  
Occupational Group Administrative Support

**PRIMARY PURPOSE:**

Performs office support functions required for the operation of the Terminal Services Office and the Airport Police Department at the Springfield-Branson National Airport.

**SUPERVISION:**

Under direct supervision.

**DESCRIPTION OF WORK:  
ESSENTIAL FUNCTIONS:**

1. Acts as receptionist for an assigned area including dispensing information on departmental rules and procedures as well as offering assistance and directions to visitors, citizens, patrons, or other City employees and officials through telephone and in-person inquiries. Sorts files, documents, and other information according to correct methodology such as alphabetical, numerical, or chronological ordering systems.
2. Calculates charges, collects fees, makes change, and issues receipts as required.
3. Utilizes a computer to maintain or generate basic mailing lists, labels, schedules or routine correspondence; enters or updates standard information; and performs routine inquiries.
4. Operates various communications equipment as required, such as two-way radios, to receive or transmit information.
5. Prepares, processes, and maintains various routine records and reports which are often computer generated.
6. Utilizes appropriate computer software applications such as word processing, spreadsheet, and database.
7. Operates general office administration equipment such as a computer, calculator, fax machine, etc.
8. Logs property and evidence in the Property Room at the Springfield-Branson National Airport; testifies in court as required.
9. Receives, stores, and provides for the final disposition of any property or evidence seized by the Airport Police Department as assigned; this includes interpreting and following proper guidelines for packaging and storing evidence and ensuring the proper chain of custody is followed and sufficiently documented.
10. Attends departmental or outside agency training to maintain appropriate skills/certification as required.
11. Process applications for access badges, including entering personal information into the computer, processing fingerprints, completing TSA no-fly list checks and coordinate SIDA training. Maintain access badge database.
12. Answer and respond to phone calls requesting information and direct calls to the appropriate department.
13. Organize and maintain files for the security access control system and other systems as required.

**IMPORTANT FUNCTIONS:**

1. Travels to off-site locations for the purpose of completing job duties.
2. Maintains a neat and orderly work area.

*Performs related work as required.*

**QUALIFICATIONS REQUIRED:**

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

**Knowledge**

Knowledge of modern office practices and standard English usage.

**Abilities**

Operate a computer, calculator, and other modern office equipment; type accurately; maintain appropriate level of confidentiality for both written and verbal information; follow oral and written instructions to complete assignments correctly and thoroughly; handle deadlines and stressful situations in a calm, orderly and accurate manner; compile, update, file, copy, sort, and retrieve information; take appropriate initiative in completing work; remember and recall details to provide customers and staff with appropriate information; communicate clearly and effectively both verbally and in writing; present an overall professional image; perform effectively as a member of the team in carrying out the City’s stated mission and philosophy; deal effectively and courteously with associates and the general public; perform the essential functions of the job without posing a direct threat to the health and safety of others.

**Experience, Education, and Training**

At least one year of experience in general office work; experience with an emphasis on contact with the public desirable.

**Physical Requirements**

Performs bending, sorting, and reaching to both ground level and overhead; lifts, carries, pushes and pulls up to 25 pounds; holds and grips objects; must have ability to operate a computer keyboard and mouse; may be subject to sitting for long periods of time.

**Working Environment**

Primarily indoors with heating and cooling regulated in a general office environment.

**Licensing/Certification**

Assignment to some departments requires incumbent to possess a valid Missouri Motor Vehicle Operator's License and in some cases provide own vehicle for on-the-job transportation purposes.

**Miscellaneous Requirements**

Must pass a 10-year criminal history background check as required by the Transportation Security Administration.

<b>Last Revision:</b> New Job Description	<b>GENERAL ORDINANCE NO.</b> 5761
<b>Comments:</b>	<b>Date:</b> June 16, 2008

**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:** \_\_\_\_\_