

CITY OF MONROE - AIRPORT OPERATIONS SUPERVISOR

GENERAL DEFINITION AND CONDITIONS OF WORK:

Performs complex technical work supervising and participating in airport operations and property maintenance; does related work as required. Work is performed under the general direction of the Airport Manager. Supervision is exercised over subordinate full-time and part-time line service personnel, and the lead customer service representative.

This is medium work requiring the exertion of 50 pounds of force occasionally, up to 20 pounds of force frequently, and up to 10 pounds of force constantly to move objects, and some heavy work requiring the exertion of 100 pounds of force occasionally, up to 50 pounds of force frequently, and up to 20 pounds of force constantly to move objects; work requires balancing, stooping, kneeling, crouching, reaching, standing, walking, crawling, pushing, pulling, climbing, lifting, fingering, grasping and repetitive motions; vocal communication (speaking and hearing) is required for expressing or exchanging information, ideas, or hazard warnings by normal and loud spoken word levels; visual acuity is required for depth perception, color perception, peripheral vision, visual inspection involving small defects and/or small particles, use of measuring devices, gauges, removal and reassembly of equipment parts at or within arm's length, operation of machines, operation of motor vehicles, determining the accuracy and thoroughness of work, and observing the general surroundings and activities; the worker is subject to inside and outside environmental conditions, extreme cold, extreme heat, noise, vibration, wind, hazards, atmospheric conditions, oils, and fuels.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

Recruiting and selecting line personnel; training and scheduling staff; maintaining fuel inventory and quality control; maintaining equipment and fuel trucks; assist in management of lease spaces on airport; monitoring all fuel spills and hazardous material.

Receives and responds to citizen inquiries; investigates and responds to customer complaints and provides complaint resolution; ensures staff provide quality customer service.

Ensures quality control program for fuels; maintains and ensures sufficient fuel inventory.

Coordinates and oversees removal of disabled or damaged aircraft from runways, taxiways, or grounds.

Investigates any incidents involving accidents, aircraft damage, security breach, fire, theft, etc.; obtains repair estimates.

Responds to emergencies; notifies manager, fire, police, etc. as necessary.

Establish a culture that promotes safety through daily observation, shift briefings, routine audits, monthly safety meetings, training and documented safety procedures.

Prepares and maintains records; prepares and submits reports.

Assigns, directs, trains and inspects the work of staff; coaches, counsels and evaluates staff performance; develops monthly work schedules.

Works with maintenance and flight schools to ensure airport regulations are followed.

Serves as City liaison to various groups as assigned.

Manages and coordinates maintenance of ground service equipment and airport facilities including fuel trucks, GPU's, lavatory cart, tugs, hangar doors, traffic gates, fuel farms and pumps, airport lighting, Navigational Aid System (NAVAIDS), ramps, airport grounds, taxiways and runways.

Assumes airport management responsibilities in the absence of the Airport Manager.

Performs related tasks as required.

KNOWLEDGE, SKILLS AND ABILITIES:

Thorough knowledge of aircraft, airport facilities, aircraft fueling, ground equipment operation and maintenance, quality control of fuels, emergency response to fuel spills and/or fires; general knowledge of business management and accounting to include managing staffing levels, overtime, budgetary and contractual requirements; thorough knowledge of fuel quality control procedures and the use of special instruments and devices used to evaluate the fuels; thorough knowledge of Federal Aviation Regulations, State and local rules and regulations affecting the fueling of commercial and general aviation aircraft, and airport operations, TSA large aircraft security program and elements of FAR Part 91, 135 and 121; ability to plan, organize and supervise the work of others; ability to communicate effectively both orally and in writing; ability to perform mathematical computations with speed and accuracy; ability to develop and maintain effective working relationships with the public, users and tenants; ability to plan and develop marketing, public relations and informational programs.

EDUCATION AND EXPERIENCE:

Any combination of education and experience equivalent to graduation from an accredited community college with major course work in business administration, aviation management or related field and extensive experience in airport facilities maintenance and repair, fueling and servicing aircraft at an FBO of equal or larger size and sales volume including some supervisory experience.

SPECIAL REQUIREMENTS:

Possession of an appropriate driver's license valid in the State of North Carolina.

(Revised 7/26/17 - S)