



609 Foster Field Drive, Suite F Victoria, Texas 77904
(361)578-2704 Fax: (361)576-0948

AIRPORT – FIXED BASE OPERATOR (FB0) CLERK

Department:	Airport	Class Code/Pay Grade:	\$13.42-\$16.10
Revised Date:	December 2019	FLSA Status:	Non-Exempt
		Safety/Security Sensitive:	No

GENERAL PURPOSE: Under general supervision, performs a variety of receptionist functions for area of assignment; provides clerical support to assigned personnel and/or departments; prepares various types of departmental documentation; maintains records and files for area of assignment; responds to inquiries and provides customer service to the public; and performs other related duties as assigned.

PRIMARY DUTIES AND RESPONSIBILITIES:

The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.

- Provides administrative support to the Airport Executive Director and/or other designated personnel.
- Answers incoming calls and provides customer service in person and via the telephone.
- Responds to public inquiries and provides information regarding departmental policies, procedures, programs, facilities, and/or Fixed Base Operator services.
- Assists the general public with car rental, hotel, and other reservations and/or registrations; receives and logs service calls and/or customer complaints.
- Processes various types of fuel sales applications and; responds to related inquiries; collects and processes payments and fees; issues receipts.
- Performs general accounting and bookkeeping duties; balances cash drawer, prepares bank deposits, and generates daily cash reports; maintains petty cash.
- Provides assistance in annual budget preparation and/or tracking of expenditure; performs project accounting as assigned.
- Schedules meetings, appointments, and/or hearings; assists in coordinating special events or other departmental activities as assigned.
- Prepares correspondence, reports, presentations, mail outs, invoices, and/or other types of documentation.
- Coordinates advertising in relation to FBO marketing, and/or recruiting advertisements.
- Updates and maintains records, filing systems, databases, lists, and/or displays for area of assignment; performs document scanning; coordinates the shredding of documents.
- Monitors and maintains office supplies and equipment/parts inventories for area of assignment; coordinates orders office supplies, uniforms, name badges, and/or business cards.



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- Conducts a variety of general office duties including copying and filing documents; performs data entry; processes and distributes departmental mail, faxes, and deliveries.
- Performs other specialized duties for area of assignment as assigned or required.
- Works a flexible schedule that might include evenings and weekends.

MINIMUM QUALIFICATIONS:

Education and Experience:

High School Diploma or equivalent; and one (1) year airport/fixed based operation administrative and customer service experience; OR an equivalent combination of education and experience.

Required Licenses or Certifications:

- Must possess a valid Texas Driver's License.

Required Knowledge of:

- Airport/Fixed Based Operations.
- Telephone techniques and etiquette
- General office practices and equipment.
- Standard computer software applications.
- Quickbooks Software application - Desired
- Microsoft Excel Software application
- Records management principles and standards.
- Customer service standards and protocol.
- Departmental operations relative to area of assignment.
- Correct English grammar, composition, spelling, punctuation, and vocabulary.

Required Skill in:

- Coordinating and performing a variety of general administrative functions.
- Establishing and maintaining cooperative working relationships with Airport employees, officials, tenants, and the general public.
- Preparing correspondence, reports, and other FBO documentation.
- Updating and maintaining FBO records and filing systems.
- Performing routine accounting duties.



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- Clear

and
concise

communication skills.

Physical Demands / Work Environment:

- Work is performed in a standard office environment subject to sitting, standing, bending, and reaching for extended periods of time; and must be able to pull, push, lift, and carry items weighing up to forty (40) pounds.
- May be required to work immediately before, during or after an emergency or disaster.

I have read and understand this Position Description:

Employee Signature

Date