

JOB DESCRIPTION
Airport Administration Coordinator

Department:	Administration	Reports to:	Airport CEO
Effective Date:	February 2020	Supersedes:	NEW
Classification:	Non-Union, Class NU3	Job Evaluation Date:	February 2020 (pre-evaluation)

SUMMARY:

Reporting to the Airport CEO, the Administration Coordinator facilitates the office administration operations of the Airport through effective customer service, administration of communication, meetings, records management, work processes, financial and other information as required. This role will provide administrative support to Airport management as well as the Muskoka Airport Board of Directors, often relating to confidential or sensitive matters.

MAJOR RESPONSIBILITIES (not limited to):

- Provides administrative support and coordination, confidential correspondence and scheduling, for the Airport CEO, Airport Board of Directors and Airport Staff.
- Acts as the point of customer contact for all customers visitors, tenants of the airport and provides concierge services to Corporate Jet clients.
- Responsible for customer service, administrative and financial functions including; maintaining and reconciling a petty cash account, collecting payments from customers, processing payments, data entry, and analyze data for accuracy.
- Provides reception at the airport including greeting and responding to public inquiries in person or on the telephone and responding to customer concerns and complaints.
- Prepares preliminary and draft reports for the Airport CEO and Airport Board of Directors
 - Researches, compiles data and prepares Committee reports and correspondence
 - Records, reviews, edits, prepares, distributes and coordinates meeting rooms, agendas and minutes, including meetings of the Airport Board Develops
- Maintains the departmental files and record keeping systems including electronic files, scanning, records retention, financial, personnel and other confidential files.
- Assists in developing and implementing Airport communication strategies, including website and social media updating.
- Assists with the collection, research and consolidation of information regarding airport operations and any required plans or protocols.
- Coordinates inventory control of the aviation fuel supply and delivery equipment, as required
- Works safely and in compliance with relevant statutes and regulations and within the safe work procedures and directives as established by the District
- Performs related duties as assigned.

EDUCATION, EXPERIENCE & QUALIFICATIONS:

- Two (2) year Community College program, specializing in office administration, or equivalent
- More than two (2) years' experience in an administrative support field
- Excellent customer service and communication skills (oral and written) with the ability to respond to inquiries in-person, over the phone or via written correspondence
- Demonstrated ability to effectively utilize relevant software applications (used to research, analyze and produce relevant documentation/ reports)
- Proven ability to work both independently, as well as a team member, within a small working group
- Excellent ability to attend to details and be tactful to handle sensitive situations with ease
- Ability to deal with multiple tasks, prioritize and meet deadlines (time management and organization)
- Valid Ontario driver's license

DECISION MAKING & INDEPENDENCE:

This job works under the general direction of the Airport CEO, and in accordance with all applicable Transport Canada, Federal Government, and District Policies, guidelines, directives and agreements. This job will:

- Provide confidential administrative support to various levels of individuals, including the Airport Board of Directors, exhibiting the ability to take direction from various parties, as required
- Work effectively in a team-based setting and be able to manage time effectively
- Exercise discretion and independent judgement to determine and manage work activities where past practices may not exist

Judgement is exercised in handling sensitive data and information and this job will have access to, and work with, the information discussed at Board of Director level meetings, including strategic planning sessions.

FINANCIAL RESPONSIBILITY

This job is expected to:

- Handle cash, work daily with credit card processes and accurately charge fees for services to airport customers;
- Provide accurate, timely and reliable information and financial analysis in support of Airport operations;
- Assist in developing and monitoring tracking and reporting mechanisms to measure financial performance, fiscal control and oversight of Airport functions; and
- Provide back-up information that assists management in the preparation of the divisional operating budget, as required

SUPERVISORY RESPONSIBILITY:

This job has no direct reports but will be expected to provide guidance and training to new/ seasonal staff in areas where this job would have the knowledge base.

CONTACTS:**Internal:**

Daily, routine contact with District Staff, mostly Airport Staff.

External:

Daily contact with airport customers, tenants and lease holders.

Frequent contact with members of the public, agencies, private sector and airport stakeholders to provide information.

PHYSICAL / PSYCHOLOGICAL DEMANDS & WORKING CONDITIONS:

Most of the time is spent in an office environment with frequent opportunity to move about.

Some time spent outside welcoming corporate jets and their passengers. Exposure to weather conditions, smells/ fumes, etc. is present while working in the exterior areas of the airport (i.e. on the tarmac)

Some travel will be required to attend meetings across the District of Muskoka, or beyond. All travel is expected to be exclusively within the Province of Ontario with minimal need, if any, for overnight stays.

HEALTH & SAFETY RESPONSIBILITIES (for workers):

- Work in a safe manner that is in compliance with the Occupational Health & Safety Act and policies/ procedures of the District;
- Participate in health and safety-related training;
- Wear or use the required protective equipment, clothing and/or devices;
- Report injuries, hazards, or equipment defects.