

JOB DESCRIPTION
Seasonal Airport Maintenance Specialist

Department:	Administration	Reports to:	Manager, Airport Administration & Service
Effective Date:	January 2020	Supersedes:	NEW
Classification:	CUPE Outside Class 4	Job Evaluation Date:	SEASONAL

SUMMARY:

During peak operating periods, the Seasonal Airport Maintenance Specialist will assist with providing aircraft servicing including aircraft fueling and the operation of heavy equipment. The job is also responsible for providing financial data input and verification, customer service and administrative support, managing other airport information, and assisting in the operation of the Airport in accordance with Federal Regulations, Airport Operation Procedures, and other applicable policies.

MAJOR RESPONSIBILITIES (not limited to):

- Perform aircraft servicing, including aircraft fueling, operation of ground power units, marshalling, and towing aircraft.
- Perform airfield maintenance, including snow removal, runway de-icing, lawn care, and garden maintenance.
- Responsible for administrative and financial functions including the creation and maintenance of airport records (financial records, hard copy files, mail, electronic files and databases).
- Assist with the collection, research and consolidation of information regarding the airport operation and any required plans or protocols.
- Maintain airside safety and security, including control of aircraft ramp access and activities, radio monitoring and usage, wildlife control using pyrotechnics, runway inspections, and runway surface condition reporting as per Transport Canada Standards.
- Perform customer service duties which includes, but is not limited to; accepting and processing payments, arranging catering and other services, greeting and responding to public inquiries in person or on the telephone and responding to customer concerns and complaints.
- Ensure quality and inventory control of the aviation fuel supply and delivery equipment.
- Work safely and in compliance with relevant statutes and regulations and within the safe work procedures and directives as established by the District.
- Undertake standby duties.
- Related duties as assigned.

EDUCATION, EXPERIENCE & QUALIFICATIONS:

- Minimum Grade 12 education with two (2) years related experience, which includes the ability to undertake aircraft servicing tasks and operate heavy equipment.
- Strong interpersonal and communication skills with a proven ability to work independently or in a team.
- Demonstrated organizational, administrative and customer service skills as well as the ability to handle a number of ongoing tasks at one time.
- Must be able to work weekend shifts and irregular hours, including participation in the on-call schedule.
- Must hold a valid Ontario driver's license and be capable of obtaining the following;
 - An Aeronautical Restricted Radio Operator Certificate in accordance with Industry Canada
 - A Transportation of Dangerous Goods Certificate in accordance the Transportation of Dangerous Goods Act and Regulations;
 - An Aircraft Fuel Handling Training Certificate in accordance with World Fuel Services standards.

DECISION MAKING & INDEPENDENCE:

This job works under the general direction of the Manager, Airport Administration & Service and will also take day-to-day direction from the Lead Hand, Airport Maintenance & Operations or other Airport management personnel. In addition to all District policies, procedures, guidelines and directives, this job is works in compliance with the following additional guidelines, policies, procedures, etc.:

- Federal Aeronautic Act, Transport Canada Regulations; Occupational Health and Safety Act; World Fuel Services Fuel Handling Guidelines; NavCanada Agreements; Transportation of Dangerous Goods Regulations, Hazardous Waste Regulations; Fuel Storage and Handling Regulations; District Municipality of Muskoka Policies; Airport Operations Manual; Airport Emergency Response Plan; Airport Winter Maintenance Plan; Airport Wildlife Risk Assessment and Management Plan

As required, this role will need to understand the operations of the heavy equipment and fueling systems utilized at the Muskoka Airport including:

- Tandem axle dump truck, directional plows, Single axle sander truck, 600 hp self-propelled snow-blower, loader with snow-blower, directional plow blade, forklift and bucket attachments, 4 wheel drive farm tractor with 21-ft. grass-cutting deck, 12 ft. sweeper and chemical spreader attachments, Tandem axle 13,000 litre fuel delivery truck, 4 wheel drive pickup truck with 6 ft. plow attachment and runway friction decelerometer measuring device, 4 wheel drive utility vehicle for emergency response, aircraft tugging, and service work, commercial lawn tractor, aviation Radios, aviation Fuel Farm equipment, chain saw & weed trimmer, Fire Arms (usually a 20 gauge shot gun for the dispatch of problem birds under Federal Kill Permit), Office Machines (computers, printers, scanners, fax machines, copiers, phones, point of sale machines), automotive repair tools (air wrenches, torches, electric grinders, drill press, etc.)

This job works with some independence but managers and supervisors are easily accessible and non-routine decisions or changes require approval. Errors in judgement could result in loss of revenue (incorrect record keeping, billing or inventory control), reputation (disclosure of airport client information), or safety issues (while working on runways, ramps or around aircraft).

FINANCIAL RESPONSIBILITY

This job is not responsible for budgets but may make budgeting suggestions from time to time; often requested to track budget expenditures. The job is expected to make authorized purchases using Purchase Orders and Petty Cash to requisition supplies such as office supplies, drinking water and vending machine supplies, aircraft catering orders, and ice within prescribed limits.

SUPERVISORY RESPONSIBILITY:

No supervisory duties but will be expected to provide training/ job shadowing opportunities to new staff members/ students. This job may assist with information exchange to contractors in the absence of the Manager or Lead Hand – this is on a limited basis and only as assigned

CONTACTS:

Inside contact is predominantly with Airport personnel and some contact with other District staff (finance, facilities).

This job will support in providing customer service functions at the airport resulting in regular outside contact with pilots / passengers on a daily basis and providing concierge services to passengers.

This job is expected to use tact and courtesy in all interactions with the purpose of contact to give/ obtain or exchange information.

This contact is in person, over the phone or through email.

PHYSICAL / PSYCHOLOGICAL DEMANDS & WORKING CONDITIONS:

This role works both in the office environment and in outside conditions, on the tarmac, marshaling or fueling planes, plowing the runway and facility areas, radio communications, etc. including during inclement weather conditions. The role will be responsible for medium to high risk activities which could lead to aircraft accidents. Constant alertness, particularly on the apron/ runway is required.

Exposure to smells, dangerous/ explosive fuels, etc. is a normal occurrence for this role.

The Airport operates on a 24/7/365 schedule and this role is responsible for being available to work evenings and weekends and fulfill an on-call requirement (seasonal operational requirements are from May – September and/ or November – February).

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.