

Position Description

Title: Office Assistant

Project: Middle Georgia Regional Airport (MCN) TBI Airport Management

Department: Administration

Reports to: Airport Manager

Summary

Airport office assistant plays a crucial role in ensuring the smooth operation of airport administrative tasks. Their responsibilities can vary depending on the specific needs of the airport and the department they support, but generally, their duties include:

Job Responsibilities:

Administrative Support

1. Clerical Tasks:

- Handling phone calls, emails, and other forms of communication.
- Receives, opens, records and sorts incoming and inter-company mail for distribution; Collects and prepares outgoing letters, packages (Fed Ex & UPS) and express mail. Manages the company's lobby area.
- Managing schedules and calendars for airport staff and executives.
- Preparing and distributing correspondence, reports, memos, and other documents.
- Records minutes and prepares agendas for various meetings when required.

2. Data Entry and Record Keeping:

- Entering and updating information in databases and systems.
- Maintaining accurate and organized records, both physical and digital.
- Assisting with filing and retrieving documents as needed.
- Update MCN Telephone Listing as needed and forward to Airport personnel.

3. Scheduling and Coordination:

- Coordinating meetings, appointments, and travel arrangements for airport personnel.
- Maintains Conference Room schedule and arranges for food and beverage if necessary. Completes & Distributes weekly list of Conference Room Reservations.

Customer Service

1. Front Desk Duties:

- Greeting and assisting visitors, passengers, and staff at the front desk or office.
 - Providing information and answering queries related to airport services and facilities.
- 2. Assisting Passengers and Staff:**
- Helping passengers with information about flights, directions, and airport amenities.
 - Supporting airport staff with administrative requests and inquiries.
 - Performs other assignments and tasks as required and directed by the Manager, Finance and Administration.

Operational Support

- 1. Logistics and Supplies:**
- Managing inventory of office supplies and placing orders as necessary.
 - Ensuring that office equipment is properly maintained and functioning.
- 2. Supporting Airport Operations:**
- Assisting in the coordination of airport events, projects, and special initiatives.
 - Helping with documentation and compliance documents related to airport safety and security regulations such as writing Standard Operating Procedures.

Communication and Coordination

- 1. Interdepartmental Communication:**
- Acting as a liaison between different departments to facilitate communication and collaboration.
 - Assisting in the dissemination of important updates and announcements.
- 2. External Communication:**
- Handling communication with external vendors, contractors, and partners.
 - Coordinating with airlines, regulatory agencies, and other stakeholders as needed.
 - Assists Airport Manage with managing social media accounts and respond to social media comments & inquiries.

Specific Tasks and Responsibilities

- 1. Financial Administration:**
- Assisting with budgeting, invoicing, and expense reporting.
 - Handling petty cash and processing reimbursements.
- 2. HR Support:**
- Assisting with the onboarding process for new employees.
 - Maintaining employee records and assisting with HR-related inquiries.

Key Skills and Qualifications

1. **Organizational Skills:**
 - Strong ability to manage multiple tasks and prioritize effectively.
 - Attention to detail and accuracy in completing administrative duties.
2. **Communication Skills:**
 - Excellent verbal and written communication skills.
 - Customer service-oriented with the ability to interact professionally with a diverse range of people.
3. **Technical Proficiency:**
 - Proficiency with office software such as Microsoft Office Suite (Word, Excel, Outlook).
 - Familiarity with office equipment and basic troubleshooting.
4. **Problem-Solving Ability:**
 - Capable of handling unexpected situations and resolving issues promptly.
 - Adaptability to changing work environments and demands.

Overall, an airport office assistant ensures that administrative functions run efficiently, supporting both the operational and strategic goals of the airport. Their role is vital for maintaining a well-organized, responsive, and customer-focused airport environment.

Job Skills & Qualifications:

Required

- Graduation from a four-year high school, or equivalent.
- Two-years' experience in reception/office work
- Required to operate computer, must be knowledgeable in Word and Excel programs.

Ability to:

- Type and knowledge of office machines such as copiers and facsimile machines.
- Understanding of the inter-relationship of the work to that of other departments.
- Capable of fulfilling all responsibilities without direct supervision.
- Accomplish work in the face of short deadlines and operational pressures.

Physical & Medical Requirements:

- Ability to physically perform the duties and to work in the environmental conditions required of a position in this class.

