

TAHOE TRUCKEE AIRPORT DISTRICT

Job Description

ADMINISTRATIVE CLERK

DEFINITION

To perform a variety of responsible administrative and customer service duties in support Aviation and Community Services Department; to maintain and manage records, contracts and official documents of the District

DISTINGUISHING CHARACTERISTICS

This is a single level class where employees within this class perform the full range of administrative tasks in support of the operations and activities associated to the District. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Director of Aviation and Community Services.

EXAMPLES OF ESSENTIAL DUTIES – Duties may include, but are not limited to, the following:

Initiate and maintain a variety of files and records of information related to the Director Aviation and Community Services office; maintain manuals and updates resource materials.

Assist in aeronautical and non-aeronautical leasing of District hangars and storage spaces; prepare leases and maintain and update tenant records.

Receive and respond to questions and requests from Hangar Tenants; research and resolve issues and discrepancies, investigate complaints and recommend corrective action as necessary to resolving complaints.

Assist with the layout and design of District publications.

Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.

Perform a wide variety of general clerical work for assigned program; create and maintain files; maintain accurate and detailed records; verify accuracy of information and research discrepancies; enter data into computer; type and proofread a variety of documents including general correspondence, reports, and memoranda.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices, methods and technical requirements of airport operations and community relations.

Modern office procedures, methods, and equipment including computer equipment.
Basic business letter writing and report preparation principles and techniques.

Safe work practices.

Principles of customer service.

Ability to:

Perform a variety of administrative support duties as it relates to the operations of the District.

Intermittently review documents related to department operations; observe, identify and problem solve office operations and procedures; understand, interpret and explain department policies and procedures; explain operations and problem solve office issues for the public and with staff.

On a continuous basis, sit at desk and/or stand at counter for long periods of time; intermittently twist and reach office equipment; write and use keyboard to communicate through written means; run errands; lift or carry weight of 25 pounds or less.

Review and analyze program performance

Operate and use modern office equipment including computers and applicable software.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

EXPERIENCE AND TRAINING

Any combination of experience and training that would provide the required knowledge, skills and abilities would be qualifying. A typical way to obtain the required knowledge, skills and abilities would be:

Experience:

Two years of increasingly responsible administrative support experience that involved customer service and office administration.

Training:

Equivalent to the completion of the twelfth grade.

License and/or Certificates

Possession of, or ability to obtain, an appropriate, valid driver's license.

WORK ENVIRONMENT

Employees in this classification perform a wide variety of administrative tasks indoors. They must be capable of using a variety of computer stations as well as performing minor janitorial/cleaning services, telephone and radio communications, note-taking and archival research. Employees generally utilize computers for the majority of work and workstations are equipped to mitigate exposure to computer/keyboard related issues. The person in this position must be able to respond effectively in an occasionally stressful, multi-tasking environment. Occasionally, work will be required in the evenings to accommodate meeting schedules that usually include one to two all-day Directors' meetings per month, and one to two other sub-committee/team meetings per month.

COMMUNITY RELATIONS AND OUTREACH

All employees of the District have a responsibility to promote a positive image of the District and to inform and educate airport users and constitutes regarding the District's Mission and Core Values. Employees are charged with studying and understanding the District's community benefit, communication, and outreach strategies. Employees at various times throughout the regular course of work, may be required to participate in community relations programs, services, and events as directed by Managers. Employees must have the ability and desire to communicate the District's community relations and outreach objectives with people outside the organization, including represent the District to customers, the public, other government entities, and other external sources.