

# Fort Smith Regional Airport Job Description

**Title:** Secretary (Part-time)

**Reports To:** Director of Administration

**Pay:** 11.00 per hour

## **Job Description:**

Under general supervision, performs tasks within prescribed standards and procedures and provides administrative support to airport departments. Performs a variety of routine administrative, clerical, and customer service tasks. Assists administrative staff with accounting, personnel/HR and other tasks and programs as needed. Maintains effective working relationships with airport customers, staff, commissioners, tenants, and the general public. Maintains and exhibits integrity and discretion in managing of confidential data and matters. Work varies, requiring adjustment of work methods to meet task assignments.

## **Essential Duties and Responsibilities:**

All Fort Smith Regional Airport positions require the employee to provide good customer service to both internal and external customers; maintain positive and effective working relationships with other airport employees and general public; and have regular, reliable, and punctual attendance that is non-disruptive. Must show cooperation and respect to fellow employees and supervisors at all times. Other duties may be assigned.

1. Serves as primary liaison for customers.
2. Manages public relations in a professional manner.
3. Greets visitors and answers telephone providing assistance and support.
4. Receives and processes complaints.
5. Processes incoming and outgoing mail and email correspondence.
6. Interprets routine information and determines action required.
7. Performs a variety of routine administrative and clerical duties for all airport departments.
8. Prepares, generates, and updates correspondence, letters, emails, memorandums and forms.
9. Assists with preparing and maintaining programs, reports and records including tenant leases, lost & found, emergency contacts, landing permission requests (PPR).
10. Assists with preparing and maintaining airport commission agendas, minutes, documents and records.
11. Assists with duties related to personnel (HR) requiring confidentiality.
12. Maintains and organizes office files, electronic filing system, supplies and equipment.
13. Maintains and exhibits integrity and discretion in managing of confidential data and matters concerning policy, personnel, commission related matters, etc.
14. Oversees office housekeeping and organization.
15. Assists with other airport tasks and programs and runs errands as needed.

## **Qualification Requirements:**

To perform the job successfully, employee must be able to perform each essential duty satisfactorily and complete duties in a safe and efficient manner. Possess a valid driver's license. Successfully pass a criminal history records check and other requirements in order to successfully obtain and maintain security clearances necessary for airport identification. Successfully complete and pass drug and alcohol tests. Speak and understand verbal and written English language.

## **Education and/or Experience:**

Formal education equivalent to an associate degree in administration or related field or any equivalent combination of experience and training which provides the required knowledge, skills and abilities. Three years of general office experience involving public contact, clerical, computers, related office procedures and Microsoft Office (Word, Excel, Outlook, PowerPoint).

## **Knowledge, Skills and Abilities:**

The knowledge, skills and/or abilities listed here are required for this position. Detailed knowledge of structure and content of the English language including the meaning and spelling of words, rules of composition and grammar. Good knowledge of administrative practices, principles and methods. Good computer skills and experience with personal computers, Microsoft Office programs and the internet. 10-key calculator skills and excellent computer keyboarding skills. Experience with office equipment.

Good verbal and written communication and interpersonal skills. Good time management and organizational skills. The ability and skills to understand written, oral and diagrams to form simple variables in changing circumstances and to analyze them and explain results. The ability to clearly communicate requirements, policies and procedures; follow written and verbal instructions; work independently and use independent judgment to resolve issues and make sound decisions based on established procedures; use discretion and confidentiality; work under pressure in managing multiple tasks, multiple directives and be adaptable; prioritize work; concentrate and work with accuracy with attention to details.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job the employee is required to: talk and hear; regularly sit for long periods and use hands and fingers to grasp, handle, feel, keyboarding and perform repetitive motions; frequently stoop, stand, walk, reach, push and pull with the hands and arms, and occasionally lift up to 20 pounds.

Specific vision abilities required by this job include close, color, and distance vision. The ability to adjust focus is also required.

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

Work is primarily performed in a professional office environment with frequent interruptions requiring extensive multitasking. Noise level in the work environment is usually moderate.