AIRPORT SERVICES COORDINATOR

FLSA STATUS: Non-Exempt

NATURE OF WORK

Performs research and analysis on passenger, tenant and general aviation issues at the Minot International Airport. Provides complex staff assistance and analytical information to the Airport Director and Airport Operations Manager regarding public relations, tenant relations and overall customer service. Performs independent analysis of issues and responds to stakeholder and customer concerns. Coordinates the indoor advertising program for the Airport and is responsible for selling advertisement opportunities. Coordinates concession contracts and compliance. Assists with airport security training and badging.

ESSENTIAL FUNCTIONS OF WORK (May not include all of the duties performed)

Serves as a customer service liaison to airport passengers and other guests in the terminal.

Serves as an airport liaison to all tenants and the general aviation community

Manages and sells indoor airport advertising in the terminal building

Assists with airport marketing and advertising strategies

Conducts analytical studies of administrative and operational issues pertaining to public, passenger, tenant, and general aviation customer relations; recommends options and solutions to Airport Management and coordinates implementation

Assists in conducting contract compliance with tenants/commercial vendors

Assists with Airport Security training and badge authorization, and updating of Security Plan.

Creates analytical reports for monthly flight schedules and statistics

Assists with Air Service Development research and preparation

Implements tenant leased space Environmental Assessments to assure environmental compliance, reports findings and inspects grounds for further compliance in a timely manner.

Updates social media and websites when necessary.

Assists Airport Management in the development of the annual work plan as it pertains to tenants and customer service at the Airport

Assists with budget preparation for the indoor airport advertising program and other tenant-related special events

Reviews and evaluates policies and procedures pertaining to customer service, airport tenants, and general aviation users

Review and evaluates policies and procedures pertaining to the indoor airport advertising program

Recommends and participates in implementation of special events at the Airport
AIRPORT SERVICES COORDINATOR (continued)

Plans and attends community meetings relating to aviation issues and community needs; evaluates information and makes recommendations to Airport Management on those issues

Actively supports and respects diversity in the workplace

Performs other related duties as assigned

QUALIFICATIONS

Management practices needed to analyze and evaluate programs, policies and regulations

Research methods, techniques and procedures required to complete management analysis on complex issues

Understands principles, practices, techniques, and current trends of marketing, public relations, advertising, and mass media

Principles and practices of public speaking and business English including editing procedures, detailed knowledge of grammar, spelling, punctuation style, and syntax

Communication techniques in crisis, critical incident, or emergency situations

Principles and practices of budget preparation and administration

ABILITY TO:

Develop, plan, and implement a comprehensive indoor advertising program; negotiate and manage vendor contracts

Analyze and interpret research findings on complex issues dealing with various aspects of airport management and regulations

Analyze tenant issues, identify alternative solutions, project consequences of proposed actions, and recommend and implement decisions

Recruit and promote general aviation business for the Airport,

Recruit and promote indoor advertising business for the Airport

Communicate clearly and concisely, both orally and in writing with the public and staff.

Respond with sensitivity and awareness to people of various cultural backgrounds, languages, and needs

DESIRED MINIMUM TRAINING AND EXPERIENCE:

Bachelor’s degree from an accredited college or university, preferably in airport management, business management/marketing, journalism/public relations/advertising, public policy and administration, or related field and six months of professional experience; or any equivalent combination of training and experience.

NECESSARY SPECIAL REQUIREMENTS:

A valid North Dakota driver’s license or, the ability to obtain by date of hire; must pass driving records check and, if hired, maintain a driving record that meets the City’s standard.
PHYSICAL REQUIREMENTS

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit, stand; walk; use hands to finger, handle, or feel; and reach with hands and arms. This is a largely sedentary role; however, some filing is required. This would require the ability to lift files, open filing cabinets and bending or standing on a stool as necessary.