

**Metropolitan Knoxville Airport Authority
Position Description**

Operations Administrative Associate

Status NE 5 - 6	Position Operations Administrative Associate	Date December 2021
Department Operations	Department Head/Direct Supervisor Operations Support Manager	

General Description of Major Tasks of Position

This position is responsible for complex administrative tasks to support all members of the Operations Department located at McGhee Tyson (TYS) and Downtown Island (DKX) Airports. These duties will include but are not limited to: clerical tasks and documentation, contractor escort, project inspection and documentation, and extensive use of Computerized Maintenance Management System software (CMMS). This position may require work to be performed outside normal business hours and at both airport locations. This position requires the ability to learn a variety of tasks and skills and perform those activities in a confidential manner in accordance with established standard operating procedures and departmental policies.

Tasks of Position Representative activities as Duties and Responsibilities

Performs other activities as may be requested or required. [Non-Essential] [100%]

Perform activities as requested or directed by supervision. Activities may include but are not limited to:

- Complex administrative and clerical tasks
- Administration, utilization, and training of mass notification software and systems
- Contractor escort / Department liaison
- Project support, inspection / documentation
- CMMS software management

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Operations Administrative Associate

Representative activities include:

Complex administrative and clerical tasks

- Creates, drafts, and/or edits letters and other correspondence to employees or public contacts
- Schedules meetings with staff and/or airport businesses
- Reports needed office supplies or maintenance of office equipment
- Creates office forms, documents and/or presentations in various application formats, including Microsoft Office (Word, Excel, Powerpoint)
- Schedules appointments and maintains calendars
- May distribute, track and collect timesheets; follows up regarding missing information
- Maintain department information / records in hard copy and/or in online systems as appropriate
- Performs general office duties

Contractor escort / Department liaison

- Serves as primary customer service contact for department regarding general inquiries and routes as appropriate
- Coordinates work with other departments and/or airport businesses
- Assists internal customers
- Escorts visitors

Project support, inspection / documentation

- Composes and distributes various communications to airport tenants about department activities
- Performs other duties as may be assigned by the Vice President of Airport Operations and the Director of Public Safety including the coordination of public airport functions and activities, i.e. air shows
- Gains required organizational understanding to perform assigned work

CMMS software management

- Data input and processing using with computerized maintenance management system including work and labor data management
- Maintain office intranet using industry standard software tools and applications and updates as needed
- Maintain shared data in industry standard software tools and applications
- Trains or assists other staff with basic use of computer tools as needed

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Operations Administrative Associate

Minimum Educational and Work Qualifications

Associates degree in business or management plus a minimum of three years work experience in a related field is required. Bachelor's degree preferred. Must have excellent written and verbal communication skills with ability to communicate using a two-way radio. Proficiency in Microsoft Office products with expertise in Microsoft Word, Excel and Outlook required. This includes advanced knowledge of shared/team collaboration tools. Must have excellent organizational skills and flexibility to learn and apply new skills as technology and/or processes evolve. Ability to read technical documents and drawings is required. General knowledge of construction, maintenance, technology, purchasing and airfield operations is preferred.

Must be willing to work flexible hours including occasional night & weekends and have a valid Tennessee driver's license.

Environmental and Working Conditions

Job may be performed in a variety of locations. In most situations, work is performed in a modern office setting. Job may require frequent movement from one work location to another with occasional long periods of sitting. Position may require frequent bending, twisting, stooping, turning and overhead reaching. There will be frequent exposure to computer display terminal. Some work will be outside with exposure to local temperature / weather extremes. Job will occasionally involve climbing ladders / scaffolding and walking on building roofs. May be required to perform fieldwork or wear personal protective equipment.

Signature of Employee

Date

Signature of Manager

Date

Key Performance Variables and Factors

1. **Achievement Orientation** - Personal efforts toward accomplishment of individual and business unit goals and customer service. Degree to which employee seeks additional responsibility and personal growth, establishes own standards of excellence, presents a results orientation, and displays a sense of responsibility.
2. **Job Knowledge** - Understanding of job-related requirements, techniques, methods and procedures. Degree to which employee demonstrates training and experience. Extent to which employee improves skills by keeping abreast of changes in techniques and related developments.
3. **Productivity** - Personal efforts toward quality and quantity of work performed. Consider the amount of work, accuracy of results, thoroughness, use of time, amount of supervision required, errors, and completeness.
4. **Attendance** - Evaluate availability for work. Degree to which employee displays responsibility to be at work as scheduled. Evaluate causes of absences as well as frequency and severity.
5. **Communication/Interaction Skills** - Ability to communicate effectively with others as required and the quality of day-to-day communication interaction required with other employees and customers.
6. **Safety Commitment** - Extent to which employee works safely and observes safety rules, regulations and practices, and shows interest and concern for Airport Authority's commitment to a safe and clean working environment for all employees.
7. **Quality Commitment** - Extent to which an employee is committed to pursuit of excellence in all aspects of position responsibilities including: service and commitment to customers, support of Airport Authority's goals and customer service, objectives, policies, procedures, practices, and training.
8. **Teamwork** - Contribution and performance in team and/or committee situations. Contributions to innovation, creativity, communication, and consensus building team derived solutions to continuing problem solving and improvement processes.