



CITY OF HOT SPRINGS, ARKANSAS

Job Description

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions herein described.

Airport ARFF/Operations Specialist

Department	Airport
Pay Grade	9
FLSA Status	Non-Exempt
Safety Sensitive	Yes

JOB SUMMARY

Provides first response to airport emergencies during the individual shift utilizing the Aircraft Rescue and Fire Fighting (ARFF) vehicle to initiate crash rescue until fire department personnel arrive on scene. Assists Operations Manager in the daily FBO counter operations. Ensures airport administrative and point of sale functions are accurately processed. Serves as customer service representative for FBO counter functions - processing requests for aviation services and refueling, receiving payment for aviation services and products, and other tasks as directed. Must be available for shift work and weekends.

ESSENTIAL JOB FUNCTIONS

- Must qualify on, maintain currency in, and perform initial response ARFF duties. This is a condition of employment.
- Responds to and assists with all Airport emergencies during the shift, including aircraft alerts. Completes written reports on all emergencies. Maintains compliance with Federal Aviation Administration regulations during an emergency and assists Incident Commander.
- Drive and operate the airport ARFF vehicle on the initial response, remaining in the vehicle and utilizing remote systems to create escape routes until relieved by firefighter personnel.
- Provides exceptional customer service with professional, friendly, and timely courtesy to all pilots, flight crews, and passengers.
- Greet and project a positive attitude with guests and co-workers.
- Answers telephone and respond to inquiries, refers callers, and/or takes messages.
- Processes credit, charge, and cash payments; balances cash drawer and prepares reports.
- Dispatch line attendants for fuel and services requests.
- Utilizes Microsoft Office and similar platforms to create, analyze, and process reports and other documents, as tasked.

- Assist management with producing, modifying, tracking, and maintaining documents and correspondence relating to hangar leases.
- Cleans office and associated areas; inspects, cleans, and replenishes supplies in restrooms.
- Perform any other related duties as required or assigned.

Supervision Received:

Works under close to general supervision of the Airport Operations Manager.

Supervision Exercised:

None.

QUALIFICATIONS**Education and Experience:**

High school diploma, GED, or Equivalent

Preferred Skills, Experience, and Education:

- ARFF or basic firefighter training and certification
- Firefighting experience
- First aid training and certification
- Previous customer service experience or education
- Administrative functions
- AAAE designation of C.M. or ACE

Licenses or Certifications:

Valid Driver's License and clean driving record history are required.

Knowledge, Skills and Abilities:

- Ability to solve practical problems and deal with a variety of variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to speak effectively before groups of customers or employees of organization.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- Ability to enter data and write basic documents using MS Office and/or software products.

PHYSICAL/MENTAL DEMANDS

While performing the functions of this job, the employee frequently stands, walks, talks, and hears; occasionally sits; uses hands to handle objects; reaches with hands and arms; stoops, kneels, crawls, climbs, and balances; occasionally is required to use the sense of taste or smell; specific vision requirements include close, color, distance, peripheral, and the ability to adjust focus; is required to lift and carry heavy objects (20 to 50 pounds); is exposed to hazardous situations; and must perform shift work, including weekends and holidays, as scheduled.

WORK ENVIRONMENT

Primarily an office environment. May be exposed to moderate to loud noise level in the work environment from time to time. The employee may be exposed to outdoor weather conditions, can work near moving mechanical parts and in highly precarious places; exposed to fumes or airborne particles and toxic or caustic chemicals; at risk of electric shock and/or vibration; exposed to extreme heat or cold (non-weather) and wet, humid conditions (non-weather).

EMPLOYEE ACKNOWLEDGEMENT

I hereby acknowledge receipt of the job description and certify that I am able to perform the essential duties and responsibilities of this position and that I meet the qualification requirements stated herein. I acknowledge that in addition to the duties outlined above, I may be required to perform additional duties not specifically spelled out in this job description.

Employee Signature

Date

The information in this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, environmental conditions, or qualifications required of employees assigned to this job, and does not in any way represent a contract of employment.

The City of Hot Springs is an Equal Opportunity Employer and will not knowingly permit discrimination in hiring, promotion, or other conditions of employment with regard to race, color, religion, sex, age, disability, veteran status, marital status, ethnicity, pregnancy, sexual orientation, or national origin.