

Job Title:	Operational Facility Assistant		
Reports to:	Deputy Executive Director	Department:	Administration
FLSA Status:	Non-Exempt	Position Classification:	Full-time
Supervises:	None	Date of Last Revision:	

JOB SUMMARY:

Terminal Operations (50%): Assists the general public and tenants, providing information and assistance as needed.

Terminal Area Maintenance (48%): Performs grounds-keeping and light maintenance in the terminal and parking areas to include entrance sign and Rt. 29 sign areas. Inspects the terminal, ramp, parking landscaping, and curb-side area to identify possible improvements to enhance the customers’ experience and/or address safety issues. Escorts and assists outside contractors and other agencies as instructed.

Snow/Ice Removal Duties (2%): Respond to on-call snow and ice removal operations.

ESSENTIAL TASKS, DUTIES & RESPONSIBILITIES:

1. Represents the Authority as customer service provider by assisting the general public, tenants and fellow employees.
2. Performs grounds-keeping and light maintenance duties (i.e. changing light bulbs, painting, plant and grounds maintenance, cleaning airport and terminal furniture (not provided for in Authority’s custodial contract). Assists with trash removal from the terminal and parking area as needed.
3. Monitors contracted custodial staff, assists with maintaining elevator/escalator repairs ensuring callouts to service provider. Escorts and assists outside contractors and other agencies as instructed.
4. Inspects terminal (public and leased areas), parking landscaping, and curb-side areas to identify possible improvements to enhance the customers’ experience and/or address safety issues. Address and correct the items if possible. If unable to correct the issues, then shares those observations with Deputy Executive Director.
5. Upon identifying any hazardous or unsafe act or condition, notify the on-duty Public Safety Officer.
6. Maintains working knowledge of all issued equipment, including but not limited to pagers, radios, and other devices necessary for communication while on duty. Maintains equipment in working order and reports malfunctions.
7. Assists with snow removal when required.
8. Promotes Authority’s vision for excellent customer service. Respects and upholds CHO Vision & Values. Adheres to the Authority’s policies, procedures and guidelines.

Physical Demands:

1. Standing and walking for long periods of time.
2. Bending, stooping, dragging, lifting significant weight.
3. Climbing up and down stairs, ladders.
4. Operate manual transmission trucks and other equipment during snow removal operations.

Work Environment/Conditions:

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

During the course of a normal day, time is equally spent inside and outside and exposed to extreme weather (hot/humid, cold/ice/snow/rain). Possible exposure to loud noise levels due to aircraft and vehicle operations.

Job Qualifications:

1. Must successfully complete all required Fingerprint-based Criminal History Records Checks and employment background checks. Must be able to pass a pre-employment physical and drug test.
2. A high school diploma (or equivalent).
3. 3-5 years of experience working with facilities-related equipment, property and / or airports.
4. Knowledgeable of related equipment as well as skilled in operating equipment.
5. Ability to read, write and to understand and follow oral and written instructions.
6. Ability to act calmly and quickly in emergencies and other critical situations.
7. Ability to be courteous and yet firm with the public and tenants.
8. Good powers of memory and observation.
9. Must possess valid Virginia driver's license with driving record insurable by Authority's automobile liability carrier.