



609 Foster Field Drive, Suite F Victoria, Texas 77904
(361)578-2704 Fax: (361)576-0948

AIRPORT – FIXED BASE OPERATOR (FBO) CLERK

Department:	Airport	Class Code/Pay Grade:	\$15.63-\$18.37
		FLSA Status:	Non-Exempt
		Safety/Security Sensitive:	No

GENERAL PURPOSE: Under general supervision, performs a variety of receptionist functions for area of assignment; provides clerical support to assigned personnel and/or departments; prepares various types of departmental documentation; maintains records and files for area of assignment; responds to inquiries and provides customer service to the public; and performs other related duties as assigned.

PRIMARY DUTIES AND RESPONSIBILITIES:

The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.

- Provides administrative support to the Airport Executive Director and/or other designated personnel
- Answers incoming calls and provides customer service in person and via the telephone
- Responds to public inquiries and provides information regarding departmental policies, procedures, programs, facilities, and/or Fixed Base Operator services
- Assists the general public with car rental, hotel, and other reservations and/or registrations; receives and logs service calls and/or customer complaints
- Processes various types of fuel sales applications and; responds to related inquiries; collects and processes payments and fees; issues receipts
- Performs general accounting and bookkeeping duties; balances cash drawer, prepares bank deposits, and generates daily cash reports; maintains petty cash
- Provides assistance in annual budget preparation and/or tracking of expenditure; performs project accounting as assigned
- Schedules meetings, appointments, and/or hearings; assists in coordinating special events or other departmental activities as assigned
- Prepares correspondence, reports, presentations, mail outs, invoices, and/or other types of documentation
- Coordinates advertising in relation to FBO marketing, and/or recruiting advertisements
- Updates and maintains records, filing systems, databases, lists, and/or displays for area of assignment; performs document scanning; coordinates the shredding of documents
- Monitors and maintains office supplies and equipment/parts inventories for area of assignment; coordinates orders office supplies, uniforms, name badges, and/or business cards



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- Conducts a variety of general office duties including copying and filing documents; performs data entry; processes and distributes departmental mail, faxes, and deliveries
- Performs other specialized duties for area of assignment as assigned or required
- Works a flexible schedule that might include evenings and weekends
- From time to time marshal aircraft to parking spot
- Help wing-walk aircraft in and out of the hangars

MINIMUM QUALIFICATIONS:

Education and Experience:

High School Diploma or equivalent; and three (1) years airport/fixed based operation administrative and customer service experience; OR an equivalent combination of education and experience.

Required Licenses or Certifications:

- Must possess a valid Texas Driver's License

Required Knowledge of:

- Airport/Fixed Based Operations
- Telephone techniques and etiquette
- General office practices and equipment
- Standard computer software applications
- QuickBooks Software application - Desired
- Microsoft Excel Software application
- Records management principles and standards
- Customer service standards and protocol
- Departmental operations relative to area of assignment
- Correct English grammar, composition, spelling, punctuation, and vocabulary

Required Skill in:

- Coordinating and performing a variety of general administrative functions
- Establishing and maintaining cooperative working relationships with Airport employees, officials, tenants, and the general public
- Preparing correspondence, reports, and other FBO documentation
- Updating and maintaining FBO records and filing systems



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- Performing routine accounting duties
- Clear and concise communication skills

Physical Demands / Work Environment:

- Work is performed in a standard office environment subject to sitting, standing, bending, and reaching for extended periods of time; and must be able to pull, push, lift, and carry items weighing up to forty (40) pounds
- May be required to work immediately before, during or after an emergency or disaster

If you are interested, please send application to Human Resources, Victoria County Courthouse. EEOE. No phone calls please. Applications are required and can be found online under the job opportunities link or <https://www.vctx.org/page/employment> .

Victoria County Human Resources
115 N. Bridge St., Room 127
Victoria, TX 77901