

**AIRPORT TERMINAL SERVICES COORDINATOR**

**TOMPKINS COUNTYTOMPKINS COUNTY**

**Department** Public Works  
**Classification** Competitive  
**Labor Grade** L(12)  
**Approved** Bd. Res. #363, 12/21/93  
**Revised** \_\_\_\_\_  
**By** AF, Commissioner of Personnel  
**BBP Risk Factor** 2

**DISTINGUISHING FEATURES OF THE CLASS:** This is a supervisory position which ensures the smooth and efficient running of the terminal complex, including the building, parking lots, and aircraft parking ramp. The Airport Terminal Services Coordinator will oversee and supervise the management contracts of the parking lots, terminal security/traffic control, terminal cleaning, and interior plant maintenance. In addition, this position will deal with the daily needs and problems of the terminal tenants, handle the efficient delivery of services to the general public, and provide administration services for all terminal related areas. The work is performed under the general supervision of the Airport Manager and under the direct supervision of the Assistant Airport Manager.

**TYPICAL WORK ACTIVITIES:**

Supervises the parking lot, cleaning, plant maintenance, and security/traffic control management contracts;  
Ensures all terminal tenants needs are met to enable them to provide acceptable service to the general public;  
Ensures all concessionaires' needs are met and monitors levels of service provided to the general public;  
Assimilates information concerning all terminal systems, including baggage delivery, HVAC, MUFIDS, parking, P.A., electrical, plumbing, and water to trouble-shoot, and to arrange and monitor maintenance contracts, where applicable;  
Arranges for routine (in-house) maintenance;  
Deals directly with members of the public concerning comments and complaints;  
Arranges tours of the terminal facilities for interested members of the general public;  
Deals with other County departments concerning terminal requirements, including Purchasing, Buildings and Grounds, Public Works Administration, Engineering and County Administration;  
Deals with outside companies at director level to arrange terminal contracts and discuss complaints and service delivery; and Conducts surveys and provides various reports for department needs and Board member information.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Good knowledge of the principles, methods, and tools used in airport terminal systems and building maintenance;  
Good knowledge of the common practices, tools, terminology and safety precautions of all the mechanical and construction trades;  
Ability to deal with high level tenants and vendor personnel in a tactful and efficient manner;  
Good knowledge of airport operations, terminology and safety procedures;  
Ability to determine terminal needs and to plan for the efficient and cost-effective use of resources;  
Ability to plan and direct the work of others;  
Ability to monitor, prepare reports and maintain records;  
Ability to communicate well with tenants, concessionaires, and other airport users;  
Initiative and resourcefulness;  
Mechanical aptitude; and Physical condition commensurate with the demands of the position.

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**AIRPORT TERMINAL SERVICES COORDINATOR (CONTINUED)AIRPORT TERMINAL SERVICES  
COORDINATOR (CONTINUED)**

**MINIMUM QUALIFICATIONS: EITHER:**

- (a) Graduation from a regionally accredited or New York State registered two year college with an Associates Degree **AND** three years full-time paid (or the equivalent part-time and/or volunteer) experience in airport buildings maintenance and/or airport operations, including one year in a supervisory capacity; **OR**
- (b) Graduation from high school or possession of high school equivalency diploma **AND** five years of full-time paid (or the equivalent part-time and/or volunteer) experience in airport buildings maintenance and/or airport operations, including two years in a supervisory capacity; **OR**

Any equivalent combination of training and experience as described in ( a ) or ( b ) above.

