

Tech Support Representative

Grade: 29

Reports to:

Department:

Classification:

Division:

Date:

Approved:

JOB SUMMARY:

To provide technical assistance to computer users who are experiencing either software or hardware problems.

ESSENTIAL FUNCTIONS:

1. Investigates and resolves computer software and hardware problems of users.
2. Receives telephone calls from users inquiring how to use specific software, such as statistical, graphics, database, or word processing programs, or who are having printing problems or difficulty using electronic mail or other software systems.
3. Talks to users to learn what procedures they followed and to discover the source of the difficulty..
4. Answers questions by applying knowledge of computer software, hardware, and procedures.
5. Asks caller with problem to participate in diagnostic procedures, by using diagnostic software, or by listening to and following instructions.
6. Determines whether problem is caused by hardware, such as modem, printer, cables, or telephone, by improper procedures, or by a bug in the software program.
7. Talks with co-workers in order to research problem and find solution.
8. Talks to programmers to explain software errors or to recommend changes to programs.
9. Calls software and hardware vendors to request service regarding defective products.
10. Reads trade magazines and attends computer trade shows to learn about innovations and new trends..

QUALIFICATIONS:

1. Bachelor's degree in computer science or related subject.
2. Three years of experience in customer technical support.
3. Patient manner in dealing with noncomputer-literate customers.
4. Ability to explain technical matters in an easy-to-understand, step-by-step manner.



TITLE: Facilities Ramp Service Technician

DEPARTMENT: General Aviation, Herlong

DIVISION: Operations

GRADE: 11

REPORTS TO: Herlong Airport Manager

LAST REVISED: May 2010 (title change only)

GENERAL SUMMARY

This position is responsible for providing customer service to users, tenants and the traveling public at Herlong Airport. This includes servicing, towing, parking, and tie-down of various business and private aircraft. The Ramp Services Technician handles the daily general aviation duties to include but not limited to inspections, quality control and safety.

ESSENTIAL FUNCTIONS

Ramp Service Operations

Performs daily runway inspections, observing defective lighting, debris, etc. on runways; clearing runway/taxiway area of all debris and repairing lights before opening the airport for traffic.

Operates a "tug" vehicle, to tow, park and tie-down transient aircraft in a responsible manner avoiding liability for the Authority.

Dispenses fuels and oils to aircraft as required by pilots.

Receives deliveries of fuel, oil, and other supplies, processes paperwork for accounts payable, stores commodities according to environmental regulations.

Performs daily general maintenance duties for the facility, i.e., office clean up, grounds maintenance, to include removal of debris and hangar blowout, repairing gates and fences along with periodically changing bulbs on runways, etc., in the absence of Maintenance Technicians.

Functions as a trained fire apparatus technician for the safety of aircraft and facilities. Controls emergency situations until the arrival of Jacksonville Fire & Rescue, Jacksonville Sheriff's Office, or JAA Police Department.

Operates UNICOM radio service for aircrews and issues airport advisories.

Answers incoming calls, advises customers of local hotel accommodations, car rentals, restaurants, etc., always providing a cheerful, helpful and professional image to Herlong customers.

Collects monies, records transactions, balances and processes same for billing purposes. Handles personal check authorizations.

Orders petroleum products and accepts those products after quality/safety/environmental control checks and assurances have been completed.

Performs preventative maintenance on all fueling vehicles.

Performs other duties as directed.

Airport Security

Ensures airport security by performing random checks of the airport perimeter and surface areas.

Coordinates with local, state, and federal agencies for all aircraft and airport emergencies.

MINIMUM QUALIFICATIONS

High school diploma or equivalent required. Minimum of two years experience in aviation related field. Familiarity with aviation ground handling safety requirements and other environmental regulations desired. Must be able to operate a tug vehicle and know business record keeping practices. Prior experience with personal check authorizations and fire/safety practices desired. Must possess a positive attitude and ability to work in team environment. A valid driver's license is required.

PHYSICAL REQUIREMENTS

Ability to lift or carry up to 100 pounds.

Ability to sit or stand for extended periods of time.

Ability to work in extreme conditions including cold, heat, rain, and areas with fumes.

Ability to hear and speak clearly including while utilizing telecommunication devices such as radios, cell phones.

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.



| | |
|----------------------|-------------------------------------|
| TITLE: | Laborer |
| DEPARTMENT: | Facilities |
| DIVISION: | Operations |
| GRADE: | 4 |
| REPORTS TO: | Facilities Leadsman |
| LAST REVISED: | May 2010 (title change only) |

GENERAL SUMMARY

This position is responsible for assisting in the upkeep and maintenance of facilities and landscaping at the Jacksonville International Airport, Cecil Field, Craig and Herlong Airports. This is a Bargaining-Unit position.

ESSENTIAL FUNCTIONS

Operates lawn mowers/tractors for maintaining airport grounds and associated JAA properties.

Digs and clears ditches using shovels, slings and other equipment as assigned by supervisors.

Operates chain saw when necessary in clearing trees and underbrush.

Operates the mobile sweepers to sweep runways and other assigned areas.

Operates the air hammer for repairs to concrete and asphalt surfaces.

Performs landscaping duties.

Performs minor construction work.

Assists skilled trade personnel (Building Mechanics, Carpenters, Electricians, Electronics Technicians, HVAC Technicians, Garage Mechanics, Painters, Plumbers, and Welders) in the completion of assigned tasks.

Completes other job duties as assigned.

MINIMUM QUALIFICATIONS

High school diploma or equivalent. Must have basic mechanical aptitude and be familiar with various types of building and grounds maintenance tools and machinery. Must exercise care and restraint in the use of equipment. Must be able to work well with others as part of a team. A valid "Class B" Florida Commercial driver's license is required.

PHYSICAL REQUIREMENTS

Must be able to lift and carry 50 pounds.

Must be able to climb ladders.

Must have use both of both hands and arms.

Must be able to sit, stand, walk or stoop.

Must be able to detect differences in the sound of machinery.

Must be able to use a radio or pager.

Must be able to read, with or without corrective lenses.

Must be able to differentiate colors.

Must be able to independently operate a motor vehicle.

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TITLE: Facilities Attendant

DEPARTMENT: Custodial

DIVISION: Operations

GRADE: 4

REPORTS TO: Facilities Lead Attendant

LAST REVISED: May 2010 (title change only)

GENERAL SUMMARY

This position is responsible for performing custodial and cleaning functions associated with maintaining the facilities and properties of the Authority.

ESSENTIAL FUNCTIONS

Custodial

Performs heavy cleaning of all types, including lifting heavy loads and equipment.

Polishes and cleans all hardware.

Orders and picks up supplies from storeroom.

Replaces, when necessary, toilet tissue, paper towels, and hand soap.

Uses power and manual equipment for all types of floors/carpet maintenance.

Removes litter from carpet.

Reports any needed repairs to the Building Maintenance Department.

Other Duties

Performs other jobs related duties, as requested.

MINIMUM QUALIFICATIONS

A High School diploma or equivalent and one year experience in custodial service, with a knowledge of all phases of custodial service and of equipment and supplies used in cleaning, is desired. Must possess ability to use such equipment. Ability to understand and follow oral and written instructions. Ability to maintain and care for cleaning equipment. May be required to perform pickups for supplies, parts, and equipment repairs. Must possess a positive attitude, be customer service focused, and be able to work

well with others in a team environment. A valid driver's license is required and must be maintained during employment.

PHYSICAL REQUIREMENTS

Ability to lift or carry items up to 50 pounds.

Ability to climb ladders and on equipment.

Ability to use both hands and arms.

Ability to stand or walk up to 10 hours per day.

Ability to hear clearly over telecommunication devices, such as radios and cell phones.

Ability to see, with or without corrective lenses.

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| | |
|----------------------|------------------------------------|
| TITLE: | Staff Accountant |
| DEPARTMENT: | Finance |
| DIVISION: | Finance |
| GRADE: | 110 |
| REPORTS TO: | Director of Finance |
| LAST REVISED: | January 2012 – (Grade only) |

GENERAL SUMMARY

This position is responsible for reconciling general ledger accounts, analytical and reporting functions, accounts payable entry, accounts receivable entry, fixed asset maintenance and budget analysis. This position requires a thorough knowledge of general accounting methods, principles and practices.

ESSENTIAL FUNCTIONS

General Ledger

Provides financial data to management by preparing requested research into general ledger accounts. Participates in general ledger close process through journal entries and assigned month end workpapers. Reconciles cash and investment bank statements.

Prepares assigned monthly reports. Reports could include supply inventory, fuel reports, and sales tax reports.

Analytical and Reporting

Provide monthly performance measures, percentage of gross profit on fuel sales, and other reports as requested by management. Must have the ability to apply sound accounting policy in analyzing financial data and the impact on the reports created. This requires thorough knowledge of general accounting and the ability to see the big picture.

Accounts Payable

Prepares invoices for processing by matching invoices with purchase orders. Resolves invoice and account discrepancies by researching purchase orders, receiving documents, and other related documentation, calling suppliers/Authority employees to clarify any questionable invoice items, prices, or signatures, and making adjustments, as required. Inputs invoices into Oracle.

Perform payment disbursement activities including printing checks, disbursing checks and filling associated documentation. This position could be responsible for coding and analyzing invoices for utilities, phones, and travel reimbursements.

Accounts Receivable Backup

Prepares monthly A/R invoices to Authority customers for assigned group of invoices.

Fixed Asset Maintenance

Responsible for the maintenance of the Authority's fixed asset ledgers. Transfers completed projects to fixed assets. Prepares journal entries to record all additions, disposals, and transfers to fixed assets.

Prepares journal entries to record depreciation expenses. Performs monthly reconciliation of the fixed asset subsidiary ledger to the general ledger.

Budget

Reviews and enters all approved budget transfer requests to ensure compliance with the JAA's established Policies, Standard Practices, and procedures, including but not limited to, review for proper approvals, attachments, budget availability and notification.

Participates in periodic reviews of the budget by providing reports and research assistance.

Other

Contributes to team efforts by accomplishing related results in a cooperative and supportive manner. Supports team environment through assisting and training co-workers to attain overall departmental goals.

Completes other duties, tasks, and projects, as assigned.

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MINIMUM QUALIFICATIONS

A Bachelor's degree in finance, accounting, business or a closely related field with a minimum of one year general accounting or accounts payable experience. Duties require a working knowledge of accounting activities, specifically all aspects of accounts payable and general ledger. Excellent communications skills, both verbal and written, are a must. Must have effective and efficient organizational skills; good mathematical skills; be detailed oriented, accurate, and adept at working with a wide range of people, both inside and outside of JAA; and be able to make independent decisions as the occasion demands. Must have excellent computer skills and experience using computer systems and Excel spreadsheets. Experience working in a deadline-oriented environment is a must. Must possess a positive attitude and the ability to work well with others in a team environment. Experience with Oracle and Propworks Software a plus. A valid driver's license is required.

PHYSICAL REQUIREMENTS

Must be able to occasionally stand, bend, squat, crouch, push, pull, reach above shoulder level, twist, identify colors and use hand/fingers to handle or feel.

Must be able to frequently walk and grasp items.

Must be able to continuously sit.

Must be able to occasionally lift up to 25 pounds.



| | |
|---------------------|---------------------------------|
| TITLE | Administrative Assistant |
| DEPARTMENT | Various |
| DIVISION | Various |
| Grade: | 105 |
| REPORTS TO: | Various |
| LAST REVISED | |

GENERAL SUMMARY

This position is responsible for administrative work of average difficulty and of a responsible nature. Supports the department staff and requires some initiative under general supervision. Utilizes sound knowledge of Division functions to assist in making the daily operations effective and efficient. Performs related administrative work as required and may provide assistance as backup to other administrative or clerical functions.

ESSENTIAL FUNCTION

Clerical Support

Performs various clerical duties for the department.

Monitors all incoming calls and visitors and directs to appropriate person. Answers routine questions within realm of knowledge and directs all applicable phone calls, messages and inquiries to appropriate source for proper handling.

Prepares and types all reports, documents, presentations, graphics, meeting agenda items, etc. as required. Ensures that all are submitted to their appropriate sources in a timely manner. Drafts documents and correspondence as required.

Attends Division meetings, takes notes, minutes, etc. and transcribes as appropriate.

Schedules and coordinates the venue, catering and procurement of necessary resources for meetings, appointments events, luncheons, etc. Ensures that all attendees are notified and prepared for such meetings in a timely manner.

Coordinates, updates and monitors the calendar of the department staff, as required.

Coordinates the travel for the department staff ensuring that all specifications for travel are understood and accounted for in making arrangements, completing itineraries, etc.

Performs basic operations on personal computer.

Maintains all centralized files, standard office manuals, slides and documentation and special files to include record retention programs in accordance with office, overall Authority and other applicable laws and regulations.

Generates, updates and maintains important mailing lists for office functions. Sorts and distributes incoming mail to appropriate sources as directed. Ensures that all outgoing mail is properly packaged according to specifications for timely receipt by appropriate individuals.

Monitors communications with other Authority office personnel in order to ensure the complete and accurate achievement of daily responsibilities.

Operates various general office machines such as phones, copy machine, calculator, fax machine, and mailing machine.

Administrative Support

Performs various administrative functions in support of the department to assist in the achievement of effective and efficient operations.

Provides preliminary budget paperwork and documentation. Provides initial research and calculations for preparation of appropriate budgets.

Executes budget tracking initiatives as appropriate to ensure adherence to established capital expenditure limits.

Provides direct payment vouchers and requisitions for timely reconciliation.

Monitors inventory of office supplies and initiates replenishment of supplies as necessary in accordance with office policies and procedures.

Monitors the performance of office equipment and schedules and coordinates timely maintenance and repair.

Coordinates the processing of leave of absence records and attendance for staff and maintains corresponding files.

Performs other administrative functions as assigned and dictated by Division needs.

Special Projects

Assists in the completion and collects and assembles information for special projects and programs as assigned.

Provides support for research, written documentation and follow through on specific projects as outline by the division director.

Coordinates the completion and distribution of any interoffice special publications and documents.

Schedules all relevant functions, occurrences and activities of the Division or those impacting the Division.

Provides backup support to other secretarial and administrative staff as required.

Schedules, coordinates and organizes special events as needed.

Trains others in use of software, equipment and other office systems.

Other duties as assigned.

MINIMUM REQUIREMENTS

Position requires a High School diploma or equivalent with a minimum of three to five years' administrative/clerical experience, preferably in an aviation environment. Must type 45 WPM and possess PC skills with emphasis on Word and Excel. Must have strong oral and written communication skills, able to work with little supervision, handle multiple tasks, be very organized and a self-starter. Requires knowledge of office practices, policies, and procedures. Must possess a sufficient understanding of the English language in order to pass the required test without assistance to obtain a Security Identification Display Area (SIDA) badge. Must possess a positive attitude and the ability to work well with others in a team environment. A valid driver's license is required.

PHYSICAL REQUIREMENTS

Ability to handle multiple tasks in a fast paced office environment and to meet established time requirements.

Ability to lift and bend when carrying up to 15 pounds and to push and pull weights up to 50 pounds.

Ability to sit for extended periods.

Ability to utilize work aids such as phones, computers, FAX and copy machines, etc.

Effective detail and visual acuity is essential.

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TITLE: Inventory Clerk

DEPARTMENT: Procurement

DIVISION: Administration

GRADE:

REPORTS TO: Manager, Procurement

LAST REVISED:

GENERAL SUMMARY

This position is responsible for accurate records by managing inventory in the department's computer tracking system. Stores and stocks, material, equipment and supplies for the Centralize Receiving Operations.

ESSENTIAL FUNCTIONS

Counts, sorts and accurately records into inventory system.

Conducts research using both national and local resources to determine product manufacturer and manufacture part number.

Operates maintenance management automated system to process stores inventory transactions.

Rotates inventory and keeps it neat and orderly in appearance, maintains excel spread sheets log.

Counting inventory to determine how much inventory is in stock.

Performs general office duties as required.

Uses automated inventory system to process all inventory.

Conducts research on discrepancies and advises on problem areas.

Performs all other duties as assigned.

MINIMUM QUALIFICATIONS

High school graduate or equivalent. At least one (1) year experience required. Inventory and warehousing services experience required. Knowledge of computer data entry and standard computer software required. Must be proficient in Word, Excel and 10 key calculator Must be familiar with applications and inventory control techniques. Must be an effective communicator. Must be able to type 45 words per minute. Must possess a positive attitude and ability to work in a team environment. Must have a valid driver's license.

PHYSICAL REQUIREMENTS

Ability to lift or carry up to 50 pounds.

Ability to walk up to 10 hours a day.

Ability to bend, stoop, and raise both arms above shoulder level frequently.

Ability to see with or without corrective lenses.

Ability to hear clearly over telecommunication devices.

Ability to differentiate colors.

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