

# **CITY OF DALTON GEORGIA**

**JOB TITLE:** Receptionist

**DEPARTMENT:** Airport

**REPORTS TO:** Airport Manager

**FLSA STATUS:** Hourly

**SUPERVISES:** N/A

**SAFETY SENSITIVE:** Yes

**DATE REVISED/REVIEWED:** May 18, 2022

## **Purpose of Job:**

*Under the general supervision of the Airport Manager perform administrative duties associated with the operations of the Dalton Municipal Airport. Serve as the Department's receptionist answering incoming calls; taking payments for fuel and other services via point-of-sale processors; providing quality customer service to pilots and passengers; coordinating fuel orders; managing files and confidential information; answering emails; scanning and copying documents; ordering supplies; light cleaning of airport terminal; other duties, as assigned.*

## **Job Related Requirements:**

### **Typical Work Schedule:**

- *3 days a week, typically two weekdays and a Saturday (8:00 am - 5:00pm)*
- *Regular and predictable attendance is required.*
- *Must work cooperatively with others.*

## **Minimum Requirements to Perform Essential Job Functions:**

- *High school diploma or equivalent required; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this position.*
- *Must possess a valid driver's license.*
- *Working knowledge of computer programs, such as Microsoft Word, Excel, Adobe, Quickbooks (preferred not required).*

- *Good skills in interpersonal relations; written and oral communication skills.*
- *General knowledge of accounting systems & accounting functions preferred.*
- *Strong communication and interpersonal skills*
- *Self-motivated with ability to work with minimal supervision*

### **Essential Duties, Responsibilities:**

*Under the general supervision of the Airport Manager perform administrative duties associated with the operations of the Dalton Municipal Airport.*

*Serve as the Department's receptionist answering incoming calls from customers, answering questions, providing information, helping schedule services, etc.; taking payments for fuel and other services via point-of-sale processors; providing quality customer service to pilots and passengers; coordinating fuel orders; managing files and confidential information; light cleaning of airport terminal*

- *Greet visitors and customers with a smile and professional courtesy*
- *Front desk service: Talk to customers, answer questions, give food and lodging recommendations, take service orders, answer phones, answer emails, process customer payment, record keeping, scanning and copying documents*
- *Manage courtesy vehicle services*
- *Communicate with aircraft via radio, providing weather and landing information*
- *Coordinating service orders with line service personnel*
- *Maintain Conference Room Schedule*
- *Maintain office supplies and order supplies when needed*
- *Perform other duties and responsibilities as assigned*

### **Knowledge, Skills and Abilities:**

- *Ability to communicate effectively with supervisors, other staff members and general public.*
- *Ability to use independent judgment in routine and non-routine situations.*
- *Ability to communicate clearly and concisely in the English language, both orally and in writing.*
- *Ability to handle basic mathematical calculations*
- *Knowledge of good customer service practices*
- *Aptitude for learning new skills*
- *Ability to use a computer effectively and efficiently*
- *Ability to accomplish assigned tasks with minimal supervision*

**(ADA) MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED**  
**TO PERFORM ESSENTIAL JOB FUNCTIONS**

**PHYSICAL REQUIREMENTS:** *Must be physically able to sit for long periods of time. Must be able to use body members to type, file, move or carry objects or materials. This position requires: stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, seeing, and repetitive motion. Must be able to exert up to 10-20 pounds of force occasionally. Occasionally exposed to high noise levels. Required time spent standing 30%; sitting 70% of normal workday. Physical demand requirements are at levels of those of light duty.*

**DATA CONCEPTION:** *General ability in this area. Ability to interpret spreadsheets.*

**INTERPERSONAL COMMUNICATION:** *Requires the ability to hear, speak and/or signal people to convey or exchange information. Includes receiving assignments and/or directions from co-workers and supervisors. Requires the ability to effectively communicate with coworkers, supervisors and the general public.*

**LANGUAGE ABILITY:** *Requires ability to read a variety of informational documentation, directions, instructions, methods and procedures. Requires the ability to speak to people with poise, voice control, and confidence.*

**INTELLIGENCE:** *Requires the ability to learn and understand basic principles and techniques; to acquire and be able to expound on knowledge of topics related to primary occupation; and to make independent judgment in the absence of management.*

**VERBAL APTITUDE:** *Requires the ability to record and deliver information, to explain procedures, and to follow oral and written instructions. Must be able to communicate effectively and efficiently in a variety of administrative or technical languages. Ability to learn new aviation-related technical terms and use them to communicate effectively.*

**NUMERICAL APTITUDE:** *Requires the ability to add and subtract totals; multiply and divide and compile formulas used for spreadsheet data.*

**FORM/SPATIAL APTITUDE:** *Requires the ability to inspect items for proper length, width, and shape, visually with a variety objects used in an office type setting.*

**MOTOR COORDINATION:** *Requires the ability to coordinate hands, fingers, and eyes accurately in using equipment. Requires the ability to lift, bend, push, pull, manipulate equipment/tools and objects as the position necessitates.*

**MANUAL DEXTERITY:** *Must have the ability to use one hand for twisting or turning motion while coordinating other hand with different activities. Must have moderate levels of eye/hand/foot coordination.*

**COLOR DISCRIMINATION:** *Requires the ability to differentiate between colors and shades of color.*

**INTERPERSONAL TEMPERAMENT:** *Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under minimal stress when confronted with an emergency.*

**PHYSICAL COMMUNICATION:** *Requires the ability to talk and/or hear: (Talking - expressing or exchanging ideas by means of spoken words). (Hearing - perceiving nature of sounds by ear).*

Approved by: \_\_\_\_\_  
Department Head Name

Date Approved: \_\_\_\_\_