

**ROWAN COUNTY  
HUMAN RESOURCES**

**JOB DESCRIPTION**

**Job Title** : Fixed Base Operator (FBO) Office Manager  
**Department:** Airport Operations  
**Revised** : August 2020

**Class** : Administrative Support  
**FLSA** : Non-exempt

*This job description supersedes any prior description for the FBO Office Manager classification..*

**GENERAL DESCRIPTION**

The FBO Office Manager is responsible for the complete oversight of the Fixed Base Operations' daily processes to include customer service and accounting functions, fuel sales, and hangar and office rental. Extremely responsible clerical work including supervisory responsibility which involves interpreting procedural guidelines to determine a proper course of action in relieving the department director of select administrative matters. Supervision is received from the department director, who reviews work through observation and discussions.

**ESSENTIAL JOB FUNCTIONS** (Any one position may not include all of the duties listed, nor do the listed examples include all tasks which may be found in positions of this class).

**Overall**

Monitors and controls all business functions of the FBO.

Supports the Airport and Transit Director in the supervision of the Aviation Services Supervisor, the Airfield Grounds Supervisor and all part-time employees.

Develops relationships; talks with a wide variety of people by telephone and in person on a wide variety of matters; resolves these contacts in the best interest of the County, the department director, and the persons involved through a wide variety of methods.

Schedules and supervises part-time office assistant(s) in the performance of their duties; provides schedule to the Airport Director for approval.

Verifies, corrects and approves time entry for part-time employees (excluding Wildlife Officers); monitors total hours for each part-time employee year to date.

Assists with the orientation of new employees, particularly with reference to departmental procedures and terminal operations service desk.

Maintains master key inventory for all hangars, gates and doors.

Completes updates on aviation websites and TFBO management software.

Assists director with planning and execution of community building activities involving all stakeholders.

**Job Title** : Fixed Base Operator (FBO) Office Manager

**Page** : 2

### **Administrative**

Performs a variety of department project initiatives not limited to office tasks with ability to multi-task effectively, supporting department leadership team in administrative details; uses analytical skills and research to assist with coordinating projects and serves as a resource to other staff, departments, committees and boards.

Receives and processes sensitive or confidential information with discretion, tact and diplomacy.

Takes notes/dictation at a variety of meetings; transcribes and types summaries of the meetings.

Inventories, orders and maintains office supplies.

Researches and suggests improved technology services; troubleshoots software to include TFBO, Fuelmaster and Centuron.

Initiates and maintains a variety of records and files; maintain and update lists and manuals.

### **Finance**

Performs financial analysis and recordkeeping duties in the administration of the Airport budget; generates reports and collect information for preparation of departmental budget.

Prepares, distributes and collects monthly billing.

Monitors fuel sales and discount rates; adjust rate charged as needed.

Reviews, certifies and reports daily sales receipts and prepares and makes deposits of money collected by department.

Processes a variety of detailed forms and documents pertaining to personnel and payroll actions.

Reviews and troubleshoots invoices, ledgers, asset management reports, and financial statements.

Reviews invoices for proper information and determine appropriate accounting codes; processes and pays airport bills.

### **Tenant**

Enforces the Airport Rules and Regulations, Minimum Standards and policies and procedures.

Develops and administers the hangar rental program; maintains waiting and trade lists; and acts as liaison; ensures accuracy of the based aircraft inventory.

Manages annual lease agreements and schedules renewal notifications; collects, verifies, maintains and audits Certificate of Insurance for all aircraft and businesses; adjusts LFBO agreements (lease rebates based on agreement terms, verbiage to include consumer price index percentages and Duke Energy power rates).

Generates computer spreadsheets and generates specialized reports from aviation and customer databases by retrieving a variety of automated data.

Schedules and coordinates maintenance activities with tenants and based businesses; assists with utility audits.

**Job Title** : Fixed Base Operator (FBO) Office Manager  
**Page** : 3

### **Customer Service**

Represents the airport with professional presence and a proactive approach, fostering teamwork and collaboration, while anticipating internal and external customer needs.

Concierge services; familiar with local businesses, hotels, restaurants, attractions, venues and special events. Facilitates requests made by passengers and pilots then offers solutions or recommendations tailored to the guests needs (hotel reservation, rental car, airport services and amenities).

Acts as a liaison between based business and their customers.

### **OTHER JOB FUNCTIONS**

Performs related duties as required.

*Management reserves the right to add or amend duties at any time.*

### **KNOWLEDGE, SKILLS, AND ABILITIES**

Basic knowledge of Federal Aviation Administration (FAA) safety and Transportation Security Administration (TSA) security regulations.

Thorough knowledge of modern office practices, procedures and technology.

Basic knowledge of emergency management and the incident command structure.

Skill in computer software applications including Microsoft Word, Excel, Outlook and PowerPoint.

Ability to establish and maintain effective working relationships with County officials, co-workers, tenants, governmental organizations, and all other stakeholders.

Ability to plan, organize, and review work, work flow, and procedures; ability to analyze problem areas of work and recommend solutions to the Airport Director.

Ability to interpret policies, rules, regulations, and procedures for organizational personnel, tenants and the general public; ability to be resourceful in gathering and giving program information.

Ability to prepare reports and make recommendations based on evaluation of data.

Ability to communicate effectively orally and in writing.

### **PHYSICAL REQUIREMENTS**

Physical requirements include sitting for extended periods of time, walking, bending, stooping, and lifting books and files of approximately 10lbs or less without assistance. Work may include extended periods of time viewing a computer video monitor and/or operating a keyboard. Work may include operation of a motor vehicle. Work in this class may include outdoor activity where employee is exposed to elements of nature: cold, hot, rain, snow, sleet, ice, etc.

### **EXPOSURE CONTROL**

Work activity does not entail predictable or unpredictable exposure to blood or body fluids.

**Job Title** : Fixed Base Operator (FBO) Office Manager  
**Page** : 4

**MINIMUM EXPERIENCE AND TRAINING**

Associate's degree in business, aviation, administrative support, administrative assistance or administrative science and at least one year of office supervisory experience; or High School Diploma or GED and five years related office, clerical, or administrative experience; or equivalent combination of training and experience; Prefer knowledge and actual experience in airport office or Fixed Base Operator management with exposure to contract and lease agreements. A valid driver's license is required.

Hold or obtain (within 6 months) FEMA Emergency Management Institute Certifications IS-100 and IS-700.  
Prefer a North Carolina notary commission.

**This job description does not create an employment contract,  
implied or otherwise.**