

**PANAMA CITY-BAY COUNTY AIRPORT AND INDUSTRIAL DISTRICT
NORTHWEST FLORIDA BEACHES INTERNATIONAL AIRPORT**

JOB DESCRIPTION

CLASSIFICATION: Airport Operations Agent

DEPARTMENT: Operations

SUPERVISOR: Operations Manager

EFFECTIVE DATE: October 1, 2024

PAY LEVEL: 104 (\$40,875.67 - \$73,576.20)

PAY CLASSIFICATION: Non-exempt

DEFINITION: This position is entry level responsible for assisting senior Airport Staff with a variety of tasks including regulatory compliance, project coordination, and operational issues relating to the terminal and landside functions, including ground transportation. Assists with coordination of customer service for the terminal facilities to provide for the safety and convenience of passengers and businesses at the terminal. Provides support in all aspects of the operation of a small hub, commercial airport including, but not limited to; public relations, operational and construction issues, and other projects. Supports administrative and office functions by providing phone and walk-in customer service.

EXAMPLES OF DUTIES: Performs day-to-day routine activities that are required to keep the airport operating efficiently and effectively. Tasking will be from a wide range of areas requiring analytical and constructive thinking to develop common sense solutions. Compiles and verifies complex and/or technical information. Prepares reports, charts or tables. Evaluates data and makes recommendations based on data gathered and information provided. Researches and assembles a variety of data from office records, resolutions, or orders for incorporation into various reporting purposes. Supports projects by coordinating/assisting with project related documentation, research and data collection, coordination with tenants, stakeholders, passengers, air carriers and staff. Ensures compliance of FAA Part 139 and TSA Part 1542 regulations. Provides operational support to various departments and supporting agencies. Interaction with the traveling public, terminal and non-terminal airport tenants, and employees. Ensures timely response to e-mail requests, researches information to answer technical questions, and provides customer service while resolving concerns. Makes use of available tools to ensure efficiency and accuracy of work.

QUALIFICATIONS: Four-year degree from an accredited college or university in the area of aviation management, airport management, business administration, public administration, or similar area. One year of increasingly responsible experience or combination of experience and

education at a public service airport facility highly desirable. Must be able to communicate effectively in both oral and written form. Must possess a valid Florida driver's license. Pilot's license desirable.

WORKING ENVIRONMENT: Both indoor and outdoor working environment with exposure to dust and pollen; subject to a variety of extreme weather conditions; exposure to constant noise as well as fumes and odors.

MISCELLANEOUS REQUIREMENTS: Must pass pre-employment drug testing as well as periodic testing in accordance with airport policy; must pass a 10-year, fingerprint-based, criminal history records check as required by the Transportation Security Administration. Schedule will require shift-work to include evenings, weekends, and holidays to meet the needs of the airport. Subject to emergency call-out.