



Job Title:	ADMINISTRATIVE ASSISTANT I, PROPERTIES
Department:	LEASING
Reports To:	BUSINESS MANAGER
FLSA Status:	NON-EXEMPT
Prepared Date:	DECEMBER 2022
NAICS W/C:	CLERICAL – NOT INSURED FOR RAMP
EEOC:	ADMINISTRATIVE SUPPORT WORKERS

About Us

At Naples Airport Authority we want to build a team that understands that by working together, under these principles, we will all help ensure a safe and productive airport environment and make for an enjoyable experience for our customers, the public and our employees.

Vision Statement

Connecting people to Naples through an exceptional airport experience.

Customer Service Vision

First and lasting impression of excellence.

Values

AGILE
PASSIONATE
FOCUSED

COLLABORATIVE
ACCOUNTABLE
RESPECTFUL
ETHICAL
STEWARDSHIP

Job Purpose

The Administrative Assistant, Properties greets and processes visitors as the initial point of contact at the leasing and badging office. The right person would deliver exceptional customer service, respectfully answer and field calls, address visitors' needs and questions, and be a team player. This includes performing routine administrative duties as assigned to assist in daily office needs and activities.

Supervision Received & Exercised

Receive direction from Business Manager or higher level supervisory or management personnel.

Essential Duties & Responsibilities

- Answers all incoming calls professionally and greets visitors in a friendly and polite manner.
- Routes all calls and visitors to their destination.
- Maintains current knowledge of the Authority's rental products to assist customers in-person, by telephone or via email.
- Updates lease/contract management system and departmental records, including, but not limited to, data entry, scanning, filing, archiving and disposal in accordance with departmental needs and State of Florida public records requirements.
- Assists with maintenance of insurance records, including, but not limited to, current certificates of insurance, for tenants, concessionaires, contractors, etc.
- Initiates and directs applications for tenants, contractors, and other customers for airport identification badges.
- Processes incoming payments.
- Receives deliveries, sorts and distributes all incoming mail.
- Prepares routine mailings and expedited packages.
- Maintains a clean and presentable reception area and conference room.
- Performs daily inspections of interior and exterior of the office and promptly addresses deficiencies.
- Ensures that office supplies and customer amenities are stocked and organized.
- Receives tenant work orders; performs follow-up to ensure customer satisfaction.
- Builds and maintains positive and professional relationships with internal and external customers; provides service to those contacted in the course of duty in an effective, efficient and professional manner.
- Cross-trained to serve in a backup capacity to others within the department.

Disclaimer: This job description is meant to reflect the general nature and level of work being performed. It is not intended to be construed as an all-inclusive list of job requirements; other duties as assigned may be required. This job description does not restrict management's right to revise or change job duties as the need arises.

- Must be physically present to work as member of the team to serve customers, visitors and staff who may need unscheduled assistance.

Other Duties

- Assists other departments as needed.
- Performs other duties or special projects as assigned.

Competencies

- **Attendance, Dependability and Reliability** – Exhibits Punctual behavior and adheres to the established work schedule; follows prescribed work break/meal periods. Ability to work independently within established guidelines and meet deadlines.
- **Care of Equipment and Company Property** - Maintains a neat work area; cares for company equipment; utilizes preventative maintenance. Has working knowledge of the proper use of equipment.
- **Customer Service Orientation** - Effectively maintains harmonious working relationships with co-workers, supervisors, customers, and the public; interested, dedicated and enthusiastic toward work. Possesses exceptional listening and communication skills.
- **Mathematical Skills** – Applies basic to intermediate mathematical skills to calculate figures and amounts such as discounts, interest, prorations and percentages. Has the ability to apply concepts of basic algebra and geometry.
- **Organizational Skills** – Keeps information organized and accessible, maintains an efficient workspace, manages time well and readily adapts to shifting priorities.
- **Procedure Observance** - Follows conduct standards, other regulations; adheres to company procedures.
- **Productivity** - Effectively yields results in spite of workload variations and demands; meets deadlines; efficiently accomplishes a consistent volume of work.
- **Quality of Work** - Observance of high standards and thoroughness in work procedures; accuracy and attention to detail.

Minimum & Preferred Qualifications

To perform this job successfully, an individual must demonstrate exceptional customer service, communication, and organizational skills.

Must be proficient in the use of computers and software applications, including Microsoft Office Suite.

Efficiently develop the skills necessary to utilize additional software products as required.

Experience in property management, real estate or another related field is preferred.

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Education/Professional Certifications

Associate degree (A.A.) or equivalent from a two year college preferred, and at least two years of related experience in an office environment required

Machines Tools & Equipment

Able to operate computers, scanners, fax machines, copiers, printers, telephone system, and various other office machines.

Driver's License Requirements

Must possess a current, valid Florida driver's license with full privileges (not suspended or revoked) or possess an equivalent out-of-state driver's license and obtain a State of Florida driver's license within 30 days of employment.

Must maintain driver's license and a driving record that meets the Authority's driving standards during the course of employment.

Language Skills

Must be able to clearly communicate over telephone and in person with customers, visitors and employees in a professional manner. Ability to read, write and interpret documents such as reports, business correspondence, leases/contracts, safety rules, operating and maintenance instructions, and procedure manuals in English.

Must be willing and able to learn and maintain familiarity with terminology common to the aviation property management industry.

Working Conditions

Employee is occasionally exposed to fumes or airborne particles. The noise level in the work environment is usually moderate.

Ability to work under pressure against deadlines and without supervision.

Physical Requirements

While performing the duties of this job, the employee is regularly required to talk or hear, communicate with internal and external customers and must be able to exchange accurate information in these situations.

Employees is required to stay in stationary position approximately 75% of the time with specific requirements varying from day to day. The employee is required to move about inside the office to access file cabinets, office machinery, etc. The employee operates a computer and other office productivity machinery, such as a calculator, copy machine, and computer printer while performing essential job functions. Employee is often required to stand; walk; and stoop, kneel, or crouch. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision and distance vision. Reasonable accommodations may be made to

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enable individuals with disabilities to perform the essential functions.

Supervisor Signature & Date:	
Employee Signature & Date:	

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