

# TOMPKINS COUNTY CIVIL SERVICE EXAMINATION

## Inclusion Through Diversity



## OPEN TO THE PUBLIC

Tompkins County Department of Human Resources Office  
125 E. Court Street  
Ithaca, NY 14850  
(607) 274-5526

**Tompkins County is an Equal Opportunity/Affirmative Action employer. Minorities and women are encouraged to apply**

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**TITLE:** Airport Terminal Services Coordinator

**EXAM NO:** 69603

**SALARY:** \$23.02 - 2017 Hire Rate

**EXAM DATE:** 11/18/17

**ISSUE DATE:** 10/05/17

**THE FINAL DATE TO FILE APPLICATIONS:** 10/20/17

**DATE THAT THIS ANNOUNCEMENT SHOULD BE REMOVED FROM POSTING:** 11/19/17

**RESIDENCY:** : Candidates must have been legal residents of Tompkins County or one of the six adjoining counties (Cayuga, Chemung, Cortland, Schuyler, Seneca, Tioga) for at least one month immediately preceding the date of application and maintain residency. For Examinations: The eligible list resulting from the examination will be established in accordance with the final earned numerical ratings of passing candidates regardless of residence. A municipality or district may exercise its right under section 23-4-a. of Civil Service Law to request a certification of eligible candidates who have been residents of that municipality or district for at least one month prior to appointment. After the names of residents have been exhausted, Tompkins County must then certify the names of non-residents on the list.

**THE USE OF A QUIET HAND-HELD CALCULATOR IS ALLOWED FOR THIS EXAMINATION.**

### **LOCATION OF POSITIONS/VACANCIES:**

There is currently one position in the title of Airport Terminal Services Coordinator location at the Tompkins County Airport. The eligible list resulting from this examination may be used to fill any full-time, part-time or temporary vacancy that may occur during the life of the list.

### **MINIMUM QUALIFICATIONS:**

- (a) Graduation from a regionally accredited or New York State registered two year college with an Associates Degree **AND** three years full-time paid (or the equivalent part-time and/or volunteer) experience in airline customer service **AND/OR** performing airport buildings maintenance, one year of which must have been in a supervisory capacity; **OR**
- (b) Graduation from high school or possession of high school equivalency diploma **AND** five years of full-time paid (or the equivalent part-time and/or volunteer) experience in airline customer service **AND/OR** airport buildings maintenance, two years of which must have been in a supervisory capacity; **OR**
- (c) Any combination of training and experience equal to or greater than that described in (a) or (b) above.

### **DISTINGUISHING FEATURES OF THE CLASS:**

This is a professional and technical position relating to the development of customer service together with local safety of all phases of airport terminal operations. This position will be the primary interface to the traveling public and will mediate customer concerns directly with the respective air carriers. The work is performed in accordance with established policies and procedures, permitting the exercise of considerable independent judgement and autonomy when carrying out the details of the work.

Decisions involving day-to-day customer interaction, relationship building with air carriers at local as well as corporate levels are made without the guidance of the Airport Operations Administrator/ARFF Chief. This is also a position which ensures the smooth and efficient running of the terminal complex, including the building and parking lots. The work is performed under the general supervision of the Airport Operations Administrator/ARFF Chief. Supervision of other Airport staff is generally not a function of this position, however, the employee will supervise the Airport Terminal Services program area. This will entail overseeing and supervising the contracts of the parking lots, terminal security/traffic control, terminal cleaning, and interior plant maintenance. In addition, this position will deal with the daily needs and problems of the terminal tenants, handle the efficient delivery of services to the general public, and provide administration services for all terminal related areas. The incumbent will perform all related duties as required.

#### **TYPICAL WORK ACTIVITIES:**

- Works with outside community, civic and trade associations in a collaborative approach to benefit air service
- Development and customer service;
- Plans, organizes and coordinates various projects, programs and services related to customer service;
- Researches and identifies pending legislative rules, regulations, and policies and coordinates with Airport staff and external stakeholders with regard to implementation;
- Formulates recommendations and prepares reports and correspondence;
- Interacts with regional stakeholders to obtain data and information for new business partners;
- Coordinates data with stakeholders for marketing purposes related to the airport;
- Maintain database on passenger carriers, local & regional business contacts and other passenger related industry contacts;
- Assist with data collection for passengers and tenants;
- Provide staff support to committees or other departments, as assigned;
- Assists the marketing contractor in developing marketing plans and promotional events that support the airport and airlines.
- Supervises the parking lot, cleaning, plant maintenance, and security/traffic control management contracts;
- Ensures all terminal tenants needs are met to enable them to provide acceptable service to the general public;
- Ensures all concessionaires' needs are met and monitors levels of service provided to the general public;
- Assimilates information concerning all terminal systems, including baggage delivery, HVAC, MUFIDS, parking, P.A., electrical, plumbing, and water to trouble-shoot, and to arrange and monitor maintenance contracts, where applicable;
- Arranges for routine (in-house) maintenance;
- Deals directly with members of the public concerning comments, complaints and lost and found;
- Arranges tours of the terminal facilities for interested members of the general public;
- Deals with other County departments concerning terminal requirements, including Purchasing, Buildings and Grounds, Public Works Administration, Engineering and County Administration;
- Deals with outside companies to arrange terminal contracts and discuss complaints and service delivery; and
- Conducts surveys and provides various reports for department needs and Board member information.
- Perform other related task as assigned or required.

#### **KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

- Good knowledge of the principles, methods, and tools used in airport terminal systems and building maintenance;
- Good knowledge of the common practices, tools, terminology and safety precautions of all the mechanical and construction trades;
- Ability to deal with high level tenants and vendor personnel in a tactful and efficient manner;
- Good knowledge of airport terminology and safety procedures;
- Ability to determine terminal needs and to plan for the efficient and cost-effective use of resources;
- Ability to plan and direct the work of others;
- Ability to monitor, prepare reports and maintain records;
- Ability to communicate well with tenants, concessionaires, and other airport users;
- Oversees airport terminal operations including security and traffic flow;
- Researches activities and procedures at other commercial service airports to maintain consistency with industry standards;
- Corresponds and confers with other airport officials, professional aviation organizations, Federal Aviation Administration, Transportation Security Administration, Sheriff, FBI, airport engineering consultants, tenants, contractors, vendors, and County departments and officials;

- Prepares presentations and speaks at public forums to promote airport and aviation activities;
- Attends job related training and seminars as approved by the Airport Operations Administrator/ARFF Chief.

**PHYSICAL, MENTAL AND ENVIRONMENTAL DEMANDS:**

The employee will exercise moderate physical effort in that he/she must be able to walk around the terminal and airport grounds for extended periods of time within a standard eight-hour work day. Other types of physical effort are minimal with the exception of the occasional requirement to lift boxes of office supplies and paper goods up to twenty pounds. The job requires moderate visual effort. The incumbent's visual acuity must be sufficient to enable him or her to see and accurately work with information on a computer screen. The employee's hearing must be sufficiently acute to enable him or her to hear, understand and carry out verbal instructions. The employee must have the physical ability to manipulate a computer keyboard and other types of office equipment requiring moderate precision, manual dexterity and operating knowledge/skill. These fine motor skills include adequate hand/eye coordination and the full use of fingers, hands and arms to perform the essential functions of this job.

Psychological demands are moderate with occasional unpredictable fluctuations in work volume, regular changes in work priority or/ or conflicting deadlines. As a customer service position, the employee must possess considerable interpersonal skills that enable the employee to work closely and cooperatively with others in order to solve problems and conflicts. He or she may occasionally be required to work alone.

The work environment has minimal exposure to disagreeable conditions and risk. Almost all work is performed indoors in a temperature controlled environment, so excessive heat, cold, humidity, noise, etc., are not factors that are significant to this job. The employee may at times be asked to drive to get to remote locations, or otherwise demonstrate the ability to meet the limited transportation requirements of this job.

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**Complete Scope of the examination and Expanded subtest descriptions:**

1. Mechanical and electrical repairs

These questions test for knowledge of the principles and practices involved in maintaining and repairing various types of mechanical and electrical equipment, and may include such areas as minor building maintenance, plumbing and sanitary system maintenance, heating, ventilating, and electrical system maintenance, and prioritizing maintenance and repair work.

2. Building cleaning practices

These questions test for knowledge of the basic principles and practices involved in building cleaning, and may cover such areas as the proper equipment, tools, supplies, methods and procedures to use when cleaning different types of surfaces and materials under various, commonly occurring, conditions.

3. Preparing written material

These questions test for the ability to present information clearly and accurately, and to organize paragraphs logically and comprehensibly. For some questions, you will be given information in two or three sentences followed by four restatements of the information. You must then choose the best version. For other questions, you will be given paragraphs with their sentences out of order. You must then choose, from four suggestions, the best order for the sentences .

4. Public contact principles and practices

These questions test for knowledge of techniques used to interact with other people, to gather and present information, and to provide assistance, advice, and effective customer service in a courteous and professional manner. Questions will cover such topics as understanding and responding to people with diverse needs, perspectives, personalities, and levels of familiarity with agency operations, as well as acting in a way that both serves the public and reflects well on your agency.

The New York State Department of Civil Service has not prepared a test guide for this examination. However, candidates may find information in the publication "How to take a written test" helpful in preparing for this test. This publication is available online at: [www.cs.ny.gov/testing/localtestguides.cfm](http://www.cs.ny.gov/testing/localtestguides.cfm)

## FURTHER INFORMATION AND INSTRUCTIONS

Falsification of any part of the "Application for Employment" will result in disqualification.

Accepted candidates will be notified when and where to appear for the examination. If you do not receive your notice to appear at least three days before the date of the written examination, call Tompkins County Department of Human Resources at 274-5526. If an application is disapproved, due notice will be sent. This department does not make formal acknowledgment of the receipt of an application or take responsibility for non-delivery or postal delay.

Applicants must answer every question on the application form and make sure that the application is complete in all respects. Incomplete applications will be disapproved.

**ACTIVE MILITARY PERSONNEL, VETERANS OR DISABLED VETERANS** desiring to claim additional credit will request the Veterans Credits application form, at any time between the date of application for examination(s) and the date of the establishment of the resulting eligible list. You must meet the requirements set by NYS for these credits and they may be used only once. **YOU MAY NOT CLAIM ADDITIONAL CREDITS AFTER THE ELIGIBLE LIST HAS BEEN ESTABLISHED. IT IS THE CANDIDATE'S RESPONSIBILITY TO REQUEST THE VETERANS CREDIT APPLICATION FORMS AND TO SUBMIT THESE FORMS AND ANY SUPPORTING PAPERWORK BEFORE THE ELIGIBLE LIST IS ESTABLISHED.**

Tompkins County's written examinations are prepared and rated by the New York State Department of Civil Service in accordance with Section 23-2 of Civil Service Law. The provisions of the New York State Civil Service Rules and Regulations, which deal with the rating and review of the examinations apply.

The duration of the eligible lists may be fixed for a minimum of one and a maximum of four years and may be extended beyond four years if there has been a restriction against the filling of vacancies in that title.

The candidates must complete a separate "Application for Employment" for each open-competitive and/or promotional examination that the candidate is eligible to take.

All experience required meeting the acceptable training and experience is full-time experience. (Part-time experience will be credited on a prorated basis).

Appointment from an eligible list must be made from the top three candidates willing to accept the appointment.

Tompkins County is an Equal Opportunity Employer. As part of its efforts to provide employment opportunities to the physically handicapped, Tompkins County Civil Service has adopted a rule permitting the employment of qualified physically handicapped persons without competitive examination (pursuant to Section 55 of Civil Service Law). If you meet the minimum qualifications for this position and wish to know more about this rule, please contact the Tompkins County Department of Human Resources Office.

Unless otherwise notified, candidates are permitted to use quiet, hand-held, and solar or battery powered calculators. Devices with Typewriter Keyboards, Spell Checkers, Personal Digital Assistants, Address Books, Language Translators, Dictionaries or any similar devices are prohibited. You may not bring books or other reference materials.

**CROSS-FILING - APPLYING FOR CIVIL SERVICE EXAMINATIONS IN MULTIPLE JURISDICTIONS WHEN EXAMINATIONS ARE SCHEDULED ON THE SAME DATE:** When applying for examinations across multiple jurisdictions - all of which are scheduled on the same day - you must submit a Tompkins County Cross-Filing Form. This form must be submitted no later than 4:30 PM on the final filing date of the examination. On this form, list each examination that you are taking and then tell us where you would like to sit. The purpose is to ensure that all of the test materials for the various examinations that you are taking will be available in one location. If you do not provide the cross-filing form to us by the final filing date, we cannot ensure that we can accommodate your desire to cross-file. If any of the examinations are State level examinations, you must sit at the State test center. You will still need to complete the Tompkins County cross-filing form. If sitting at the State site, the State will notify you of when and where to report for your examination(s) and you should bring all admittance letters to the State site. If you are not taking a State examination, bring all admittance letters to your chosen testing site. If you have any question please call Tompkins County Department of Human Resources Department (607) 274-5526. The Cross File form is located at <http://www.tompkins-co.org/personnel/CivilSrvForms/index.html>

**FOR RELIGIOUS ACCOMMODATION AND HANDICAPPED PERSONS:** If special arrangements for testing are required, please indicate this on your application.

**ALL CANDIDATES FOR EMPLOYMENT FOR POSITIONS IN SCHOOL DISTRICTS AND BOCES GOVERNED BY TOMPKINS COUNTY CIVIL SERVICE MAY HAVE THE FOLLOWING SPECIAL REQUIREMENT. PER CHAPTER 180 OF THE LAWS OF 2000, AND BY REGULATIONS OF THE COMMISSIONER OF EDUCATION, TO BE EMPLOYED IN A POSITION DESIGNATED BY A SCHOOL DISTRICT OR BOCES AS INVOLVING DIRECT CONTACT WITH STUDENTS, A CLEARANCE FOR EMPLOYMENT FROM THE STATE EDUCATION DEPARTMENT IS REQUIRED.**

In conformance with Section 85-a of the Civil Service Law, children of firefighters and police officers killed in the line of duties shall be entitled to receive an additional ten points in a competitive examination for original appointment in the same municipality in which his or her parent has served. If you are qualified to participate in this examination and are a child of firefighter or police officer killed in the line of duties in this municipality, please inform this office of this matter when you submit your application for examination. A candidate claiming such credit has a minimum of two months from the application deadline to provide the necessary documentation to verify additional credit eligibility. However, no credit may be added after the eligible list has been established.

**BACKGROUND INVESTIGATION:** Applicants may be required to undergo a State and national criminal history background investigation, which will include a fingerprint check, to determine suitability for appointment. Failure to meet the standards for the background investigation may result in disqualification.

TOMPKINS COUNTY PERSONNEL DEPARTMENT, 125 EAST COURT STREET, ITHACA, NY 14850