



## **MANAGEMENT ASSISTANT**

### **Syracuse Hancock International Airport**

### **Syracuse, NY**

#### **About the Authority**

*The mission of the Syracuse Regional Airport Authority is to provide safe, secure, efficient and low-cost air transportation service to the 12-county region that Syracuse Hancock International Airport currently serves. The Authority seeks to stimulate air service, economic development, trade and tourism by focusing on the shared goals of its stakeholders: more service to more destinations, lower operating costs and increased non-aeronautical revenue. The Authority recognizes that the Syracuse Hancock International Airport is a gateway to the central New York region and beyond and seeks to optimize customer service and exceed customer expectations with continuous improvements to the terminal building and public-use facilities.*

#### **Overview of Position and Essential Functions**

**Syracuse Regional Airport Authority**, operator of the Syracuse Hancock International Airport, is seeking a dynamic professional for an exciting opportunity to join our team as **Management Assistant**. This position reports to the Executive Assistant to the Executive Director, and is responsible for providing management-level support to multiple department heads through organizing and coordinating administrative projects, cross-departmental teams, overseeing special projects, and providing both general and departmental-specific administrative support as needed. A complete job description with essential functions can be found below.

The ideal candidate is flexible, enjoys working in a fast-paced environment, resourceful, and is able to maintain a realistic balance among multiple priorities, across departments. The Management Assistant must have the ability to exercise good judgment in a variety of situations, working well under pressure, and maintaining confidentiality. The ideal candidate must have strong written and verbal communication, administrative, technical, and organizational skills, be a strong team-player with exceptional interpersonal skills, as well as have the ability to work independently on projects that have direct impact on the organization.

#### **Minimum Qualifications**

- a. Bachelor's degree required, with minimum of 3 years of experience in a comparable role supporting mid-senior level management, preferably with experience in supporting multiple managers concurrently or
- b. Associates degree, with minimum of 5 years of experience in a comparable role supporting mid-senior level management, preferably with experience in supporting multiple managers concurrently or
- c. Minimum of 7 years of experience in a comparable role supporting mid-senior level management, preferable with experience in supporting multiple managers concurrently.

*\*This position is provisional under the Civil Service classification of "Administrative Officer." The incumbent will be required to take an open/competitive exam given by Onondaga County Civil Service to obtain permanent civil service status.*

**Salary and Benefits**

The Authority offers a comprehensive salary and benefits package, including health/dental/vision coverage, flexible spending accounts, generous paid time off, and membership in the New York State Local and Employee Retirement System, along with a deferred compensation plan.

**Application Instructions:**

In order to be considered for this opportunity, please submit a resume, cover letter, and three professional references via email (PDF or Word) to:

Debi Marshall  
Human Resources Manager  
Syracuse Regional Airport Authority  
1000 Col. Eileen Collins Blvd.  
Syracuse, NY 13212  
[MarshallD@syrairport.org](mailto:MarshallD@syrairport.org)

**Application Deadline:** December 18, 2017

***\*The Syracuse Regional Airport Authority is an Equal Opportunity Employer\****

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## MANAGEMENT ASSISTANT

### DISTINGUISHING FEATURES OF THE CLASS

The work involves responsibility for performing a variety of important administrative and managerial functions in the operation of the Syracuse Regional Airport Authority. Under direct supervision of the Executive Assistant, an employee in this class is responsible for providing management-level support to multiple department heads which includes organizing and coordinating administrative projects, cross-departmental teams, overseeing special projects, and providing both general and departmental specific administrative support as needed. Work is performed with considerable leeway for independent action and judgment. Direct supervision is not a regular occurring function of this position. Does related work as required.

### TYPICAL WORK ACTIVITIES

- Completes a variety of administrative tasks for department heads including: managing multiple active calendars; composing and preparing correspondence that is sometimes confidential; arranging complex and detailed travel plans, itineraries, and agendas; and compiling documents for travel-related meetings.
- Plans and coordinates meetings for management, ensuring follow-up with all invited parties, and handling the logistics for the meetings, including set up and hospitality.
- Works on department-level projects through research, drafting, and editing correspondence, reports, spreadsheets, and other administrative documents, as well as data entry.
- Provides committee support through collecting documents, and putting together committee packets, taking and transcribing minutes, and other related administrative support as required.
- Provides administrative support for Marketing programs, being responsible for administration of volunteers schedules, changes in schedules, tracking hours, and maintaining current contact information on volunteers; may include work with interns.
- Provides event/conference planning and logistical support.
- Prepares Work Order Status Updates as requested.
- Under the Records Retention Officer, organizes and manages both hard copy and electronic files for multiple departments, keeps track of record retention schedule, archives and destroys within that schedule, keeping appropriate documentation as necessary.
- Prioritizes conflicting needs; handles matters expeditiously, proactively, and follows-through on projects to successful completion, often with deadline pressures.
- Leads or participates in administrative working groups on projects such as developing Standard Operating Procedures (SOPs) and other operational documents, through research, collection, input, and formatting data and information.
- Prepares reports by collecting and analyzing information.
- Provides historical reference by developing and utilizing filing and retrieval systems; recording meeting discussions.
- Provides backup phone support to main line at front desk or other management support duties as assigned.

### FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS

- Thorough knowledge of modern business office policies, procedures, and standards
- Strong organizational skills that reflect ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail
- Expert level written and verbal communication skills
- Strong interpersonal skills, with the ability to build healthy working relationships with a variety of constituents, including vendors, concessionaires, airlines, as well as management and co-workers
- Ability to produce accurate information by transcribing, formatting, inputting, editing, retrieving, copying, and transmitting text, data, and graphics

- Ability to maintain constituent confidence and protect operations by keeping information confidential
- Ability to work independently, anticipating the needs of management and being proactive in areas where delegated responsibility
- Highly resourceful team-player, with the ability to also be extremely effective independently
- Ability to achieve high performance goals and meet deadlines in a fast paced environment
- Strong computer/technical skills and ability to learn and use new programs as needed
- Proficiency in Microsoft Office Suite (Outlook, Word, Excel, and Power Point), Adobe Acrobat, and Social Media web platforms

#### MINIMUM QUALIFICATIONS

- A. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Bachelor's Degree and three (3) years of professional level or para-professional level work experience, or its part time equivalent, in administrative support for multiple managers concurrently; or,
- B. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's Degree and five (5) years of work experience, or its part-time equivalent, in a comparable role, supporting mid-senior level management, preferably with experience in supporting multiple managers concurrently; or,
- C. Seven (7) years of professional level or para-professional level work experience, or its part time equivalent, in administrative support for multiple managers concurrently.

11/2017 Date of Original Composition