



CITY OF DUBUQUE  
invites applications for the position of:

# Fixed Base Operations (FBO) Supervisor

An Equal Opportunity Employer

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**SALARY:** \$56,492.00 - \$73,860.00 Annually

**OPENING DATE:** 03/28/21

**CLOSING DATE:** 04/06/21 11:59 PM

**DESCRIPTION:**

**IMPORTANT - please read:** Applicants must thoroughly and accurately complete the application and provide all relevant information pertaining to their qualifications, skills and abilities as indicated in the job description. Incomplete applications or those that do not expressly provide information regarding the applicant's qualifications as included in the job duties, required and desired qualifications, may be cause for disqualification from consideration for a position.

**GENERAL SUMMARY:** Supervise and oversee the operations of a fixed base operator (FBO), offering aviation products and services, such as fuel and hangar rentals. The ideal candidate possesses the ability to follow a management philosophy that is input oriented and values problem solving and development of partnerships; ability to be a team player and be flexible within a dynamic working environment; excel at interpersonal communications; and desire to be a part of an organization that values service, people, integrity, responsibility, innovation, and teamwork.

**DISTINGUISHING FEATURES OF THE CLASS:** Work includes supervising, managing, planning, implementing, and evaluating the activities to meet the profit-driven and customer-satisfaction-focused needs of the aviation community at the Dubuque Regional Airport's Fixed Base Operations. The responsibilities include budgeting and accounting, overseeing fuel sales and other transactions, arranging fuel deliveries, hiring and scheduling employees, coordinating maintenance and repair services, managing rental services, and building and maintaining a customer base. Other responsibilities are participating in training and working with airport authorities, hosting training and meetings with other FBO workers. The employee in this class works with Assistant Airport Director for scheduling airport operational and maintenance-related duties. Work is performed under the general supervision of the Airport Director and is reviewed through results achieved and through conferences and discussions.

**EXAMPLES OF DUTIES:**

**JOB DUTIES:**

- Train personnel on proper operational procedures.
- Establish fueling and aircraft hangar safety practices; aviation fuel, aircraft hangar services fees.
- Coordinate fuel quality assurance procedures and recordkeeping.
- Supervise fuel quality inspections.
- Ensure airline fueling procedure compliance.
- Maintain training documentation.
- Assist in long-term planning; annual budget development; equipment and facilities repairs and maintenance prioritization.
- Collect statistical and financial information.
- Manage computerized databases.
- Coordinate with Airline Charters for ground handling, fueling and training requirements.
- Calculate weights, volumes or other characteristics of materials.
- Direct material handling or moving activities.
- Load shipments, belongings, or materials.
- Collaborate with tenants on federal, state, and local regulations.
- Work with Administration, Operations and Maintenance during Airport related events.
- Upon request, serve as liaison on behalf of the Airport Director.
- Attend public meetings.

- Present information at public meetings.

## **TYPICAL QUALIFICATIONS:**

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

- **Customer Service** - Knowledge of principles and processes for providing customer service which includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- **Public Safety and Security** - Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.
- **Transportation** - Knowledge of Public and Private Charter Ground Handling, Cargo and Maintenance, Repair and Overhaul (MRO) operations, principles and methods for moving people or goods by air, including the relative costs and benefits.
- **Administration and Management** - Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- **Clerical** - Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, designing forms, and other office procedures and terminology.
- **Personnel and Human Resources** - Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.
- **Education and Training** - Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
- **Computers and Electronics** - Knowledge of electronic equipment, and computer hardware and software, including applications and programming.
- **Telecommunications** - Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.
- **Critical Thinking** - Thinking about the pros and cons of different ways to solve a problem.
- **Time Management** - Managing your time and the time of other people.
- **Judgment and Decision Making** - Thinking about the pros and cons of different options and picking the best one.
- **Deductive Reasoning** - Using rules to solve problems.

### **REQUIRED QUALIFICATIONS:**

- A degree from an accredited college or university with major course work in aviation management, business administration or related field;
- Or any equivalent combination of experience and training equivalent to the required qualifications.
- Possession of or ability to obtain a valid Iowa Driver's License and DBQ Airfield Driver's License.
- Ability to obtain FAA Part 139.321 Supervisor Fueling Training Course regarding handling and storing of hazardous substances and materials within six months of hire.
- Ability to obtain Airline Fueling and/or Ground Handling Supervisor Training within six months of hire.

### **DESIRED QUALIFICATIONS:**

- A private pilot's license.
- Bachelor of Science Degree in Aviation Management
- Possession of FAA Part 139.321 Supervisor Fueling Training from an approved source.
- Possession of Airline Fueling and/or Ground Handling Supervisor Training.

## **SUPPLEMENTAL INFORMATION:**

**RESIDENCY REQUIREMENT:** Employee shall establish their principal place of residence within thirty (30) miles of their place of employment as soon as practicable after appointment, but within two years of appointment.

**FLSA (OVERTIME) STATUS:** Exempt

The City of Dubuque is an equal opportunity employer. All applicants will receive consideration for

employment without regard to race, color, religion, age, sex, sexual orientation, gender identity, national origin, disability or veteran status.

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APPLICATIONS MAY BE FILED ONLINE AT:  
<http://www.cityofdubuque.org/2087/Job-Opportunities>

Job #2520-03242021  
FIXED BASE OPERATIONS (FBO) SUPERVISOR  
TB

OUR OFFICE IS LOCATED AT:  
Human Resources Department  
50 W 13th Street  
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[humanresources@cityofdubuque.org](mailto:humanresources@cityofdubuque.org)

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