

# American Airlines



## Staff Assistant, Airport Station

Date: Dec 8, 2017

Location: Detroit, MI, US

Req ID: 14248

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Location: Detroit Metro Apt (DTW-TRML)

Additional Locations: None

Requisition ID: 14248

### Job Description

Responsible for performing a wide variety of office duties including: coordinating meeting arrangements, typing, filing, ensuring telephone coverage, greeting and directing customers, handling mail, ordering and distributing office supplies, reconciling P-card spending, tracking anniversaries/birthdays and arranging travel and hotel accommodations.

### Principal Duties and Responsibilities

- Provides assistance with preparation of management presentations and special projects as required
- Administers, reviews and monitors all local invoices through InvoiceWorks and disseminate as necessary
- Troubleshoots and escalates office technology issues, including telephone and copier machines
- Tracks and ensures employees complete onboarding duties, including appropriate system access, assignment of lockers, mailboxes, uniforms, badges, fingerprinting, training, etc.
- Assists in station event planning, coordination and execution (i.e. Do Crew, luncheons, holiday meals, recognition events)
- Handles payroll processing in Workbrain for management and support staff
- Processes bereavement letters and coordinates local communications and response
- Manages employee parking, including permitting and assignments, as required
- Assists with timekeeping functions, data entry, data verification, reconciliations and filing
- Maintains employee files, as necessary
- Maintains Station meeting plans, including monthly emergency response

### Job Description (Continued)

- Accesses and manages various periodic reports, including performance, audit, expense, employee engagement and recognition, etc.
- Updates required manuals
- Files and maintains all security related items
- Acts as backup for various payroll functions
- Manages records for OSHA, safety, etc. (301's, weekly and annual)
- Assists with budget preparation and reconciliation, including monthly closeout of landing fees
- Supports auditing activities as required
- Tracks and verifies incentive funds earned
- Liaises with CRE/Facilities and vendors to track local projects, as needed
- Leads/directs work with other support staff, as needed
- Performs other duties, as required

## Job Qualifications

### **Minimum Qualifications**

- High School diploma or GED
- Previous office/clerical experience

### **Factors that determine level**

- Level of education and/or equivalent, relevant experience
- Proficiency
- Ability to work independently and/or amount of direction needed
- Scope and complexity of work
- Level of authority and latitude in making decisions

### **Knowledge, Skills & Abilities**

- Knowledge of Microsoft Office to include Word, Excel, PowerPoint, Outlook, etc.
- Knowledge of policies, procedures and corporate structure
- Ability to prioritize work, be detail oriented and meet deadlines
- Ability to perform in a fast paced environment and handle multiple tasks simultaneously
- Ability to be self-motivated with strong organizational skills
- Ability to grasp concepts and functionality of specific software and programs
- Ability to effectively communicate with all levels both verbally and written