



## **Job Title: Line Service Technician**

Business Unit: U.S. Aviation Jet Center

Location: Titusville, FL

Country: United States

Citizenship Requirement: United States

Regulatory Nominated/Postholder Position: No

### **Narrative Description:**

Provide professional line service to all students, pilots, and passengers who utilize US Aviation Training Solutions and US Aviation Jet Center while adhering to company policies and procedures related to customer service standards, ramp, safety, and security procedures.

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### **Essential Functions and Key Responsibilities:**

- FAA 139.321(e)(2) certification maintained, rating to be received within 6 months of employment
- Complete NATA Safety 1<sup>st</sup> Line Service Online Training Program upon hiring
- Open and close Line Service department in accordance with daily checklists to ensure an efficient, safe, and productive operation
- Perform daily equipment and quality assurance inspections and records for fuel farm, fuel trucks, and ground equipment
- Ensure company aircraft are fueled and available for daily operations as requested
- Coordinate with Customer Service Representative to monitor daily arrivals and departures schedule
- Marshal aircraft, chock wheels, assist with passengers, luggage, lavatory service, trash and fueling
- Refuel aircraft as needed
- Tow aircraft as needed
- Provide first line of ramp security by challenging individuals without proper identification
- Receive bulk shipments of fuel and maintain records as required
- Perform clerical duties to include, but not limited to; answering telephones, making copies, emailing, maintaining records and reports, and point of sales systems
- Maintain clean and safe facilities that are appealing to both customers and employees
- Keep equipment clean and presentable to promote a professional image



- Wash company assets (aircraft and vehicles) with provided equipment as scheduled
- Maintain professional customer relations
- Present a professional appearance at all times while on duty
- Work under limited supervision using standardized practices and/or methods.
- Demonstrate a team attitude and work well with others to maintain our work culture that values collaboration
- Demonstrate versatility, flexibility, and willingness to adapt to changing schedules and projects as needed, to meet operational demands
- Maintain confidentiality in all aspects of customer and staff information
- Perform special projects and other duties as assigned by management

#### Requirements

- One year work experience
- High School Diploma or equivalent (GED)
- Strong interpersonal and communication skills, direct interface, over telephone and in writing
- Ability to make decisions with multiple objectives and implement in a safe, efficient manner
- Follow oral and written directions; plan and complete assigned duties on a regular schedule; and maintain good working relationships with others
- Must be available to work flexible hours including overtime when required
- Ability to perform a variety of manual tasks including but not limited to facility cleaning, vehicle washing, aircraft cleaning and vacuuming
- Ability to work without direct management supervision
- Must be comfortable with working outdoors, day, night and in all weather conditions
- Must pass contingency of hire: Drug Test

#### Physical Requirements:

- Stepping up/down on ladders, tugs, and fuel trucks



- Lift baggage from ground level to waist and overhead while loading aircraft, up to 75 lbs.
- Bending and stooping to pick up tow bars and other equipment, up to 75 lbs.
- Stooping below wings to chock aircraft
- Standing and walking for extended periods of time, running when required
- Good hand-eye coordination with good peripheral vision
- Frequent lifts or pulls of up to 75 lbs. are normal and the physical requirements include stooping, kneeling, crouching, reaching, and handling