



# Job Description

**Position Title: Contract Services Agent**

**Reports To: Contract Services Manager**

**FLSA Status: Non-Exempt**

**Position Summary:** The position is required to serve the needs of our customers and requirements of their aircraft in accordance with Glacier Jet Center (GJC) policy and procedures by performing the duties as outlined below.

**Essential Duties and Responsibilities:** Other duties may be assigned to meet operational needs.

## General

- ✓ Responsible and accountable at all times for operating in the best interest of Employer.
- ✓ Maintain a positive representation of Employer at all times including the name, integrity, culture, and concept of Glacier Jet Center.
- ✓ Consistently adhere to Company policies, procedures, and guidelines.

## Operations

- ✓ Provide frontline customer service to passengers.
- ✓ Assist with ticket purchases, passenger check-in and flight boarding.
- ✓ Provide assistance to passengers with disabilities and/or special needs.
- ✓ Manage and maintain a safe work environment by training personnel in safety precautions relevant to their specific job duties and company expectations.
- ✓ Be knowledgeable and apply knowledge of FAA regulations.
- ✓ Accountable for maintaining clean and orderly workspace which includes but is not limited to office, ramp and equipment. All workspaces should be free of clutter and safety hazards.
- ✓ Responsible for immediately reporting any incident involving damage to aircraft or other Company or customer property.
- ✓ Maintain airport security in accordance with applicable airport regulations.
- ✓ Ensure a safe work environment to reduce risk of injury and accidents, including promptly reporting all accidents in the event a vendor, customer or employee is injured.
- ✓ Ensure all Federal, state, local, Company and industry safety protocols are followed.
- ✓ Adhere to safety protocols regarding the operation of Company vehicles. This includes but is not limited to speed limits.
- ✓ Follow and enforce Company control procedures to safeguard all assets including cash, equipment, inventory, customer and Company property.
- ✓ Participate in all mandatory Company meetings and trainings.
- ✓ Accurately report all hours worked.
- ✓ Assist with basic upkeep of common areas including but not limited to ticket counter, gate area, break room, and restrooms.

## **Qualifications/Requirements:**

- *Must always maintain an awareness that lives are dependent upon the ability to perform all tasks assigned with accuracy and uncompromised concern for safety.*
- *Must have high level of interpersonal skills with ability to handle sensitive and confidential information appropriately.*
- *Must have strong written and oral communication skills to tactfully and professionally interact with individuals at all levels of the organization and outside the organization.*
- *Must be able to think on their feet and quickly synthesize information using common sense and reasoning to analyze and resolve issues while including appropriate people in decision making process.*
- *Must demonstrate professional and respectful relationships with all co-workers, vendors, customers, supervisors, and managers.*
- *Must be able to work independently as well as productively in a team setting.*

- *Must have ability to safely multitask, prioritize, and adapt to unforeseen priority changes.*
- *Must demonstrate self reliance, stamina, and drive.*
- *Must have high levels of objectivity and emotional consistency with the ability to remain level-headed.*
- *Must commit to long hours of work when necessary and ensure work responsibilities are covered when required.*
- *Must have a flexible schedule and availability to work weekends, evenings, holidays and/or irregular shifts.*
- *Must have the ability to travel.*
- *Must demonstrate knowledge of basic math calculations.*
- *Must have valid Driver's License and current vehicle insurance.*
- *Must possess working knowledge of business and reporting software, internet software, point of sales systems, spreadsheet software, and word processing software.*
- *High school diploma preferred.*

**Physical Demands:**

Frequent stooping, bending, kneeling, walking, standing, reaching, lifting, climbing up and down stairs. Moving about to accomplish tasks or moving from one worksite to another. Walking up to and sometimes over one mile a day. Adjusting, lifting, or moving objects up to 70 pounds in all directions. Communicating with others to exchange information. Repeating motions that may include the wrists, hands and/or fingers. Assessing the accuracy, neatness and thoroughness of work assigned. Moving self in different positions to accomplish tasks in various environments. Assist customers with special needs or physical disabilities.

**Work Environment:**

The work environment is fast paced, busy and has moderate to high noise levels. Occasionally, there is exposure to extreme/excessive weather conditions cold or hot, such as exposure to snow, hail, or rain as well as heat from the sun or machines. There is occasional exposure to hazardous and flammable materials used in the aviation industry such as but not limited to aviation fuels, oils, and fumes. There is occasional exposure to potentially dangerous equipment, including but not limited to moving aircraft, propellers, and jet engines.

I have received the job description for my position and understand the essential duties, responsibilities, qualifications, and requirements necessary to successfully perform my position. I understand that this job description supersedes any previous description of my position including the summary, duties, and responsibilities as set forth in my employment agreement. This job description is subject to change at any time.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Name (Print)