



Job Description

Position Title: Line Service Technician
Reports To: Line Service Shift Supervisor/Line Service Manager
FLSA Status: Non-Exempt

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

Essential Duties and Responsibilities: Safe and expedient management of the ground support requirements of aviation and their passengers in addition to the smooth, efficient and accurate transfer of related and relevant information. 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

- ✓ Ensure guests are positively impacted by fostering an environment focused on exceeding guest expectations.
- ✓ Perform guest service functions within reason such as but not limited to baggage handling, trash removal and transportation.
- ✓ Responsible for checking employee Company email each scheduled shift.
- ✓ Ensure aircraft are refueled in a safe and timely manner in accordance with Company protocol.
- ✓ Perform deicing operations which include but are not limited to inspections, correct application and associated documentation.
- ✓ Perform fuel farm operations which include but are not limited to receiving fuel loads quality control and fueling trucks.
- ✓ Ensure aircraft are towed safely and in accordance with Company protocol.
- ✓ Perform accurate quality control/safety checks for fuel and associated equipment.
- ✓ Responsible for reporting any incident involving damage to aircraft or incorrect fueling immediately as mandated by company policy and federal law.
- ✓ Ensure aircraft are marshalled in and out in a safe and timely manner in accordance with Company protocol.
- ✓ Proactively manage fuel inventory to facilitate daily fueling and refueling operations.
- ✓ Maintain airport security in accordance with applicable airport and federal regulations.
- ✓ Accountable for maintaining clean and orderly workspace which includes but is not limited to flight line. All work areas should be free of clutter.
- ✓ Ensure a safe work environment to reduce risk of injury and accidents, including promptly reporting all accidents in the event a vendor, guest or employee is injured.
- ✓ Ensure all federal, state, local, Company and industry safety protocols are followed.
- ✓ Adhere to safety protocols regarding the operation of machinery/equipment and vehicles. This includes but is not limited to speed limits.

- ✓ Follow Company control procedures to safeguard all assets including cash, equipment and inventory.
- ✓ Participate in all mandatory Company meetings and trainings.
- ✓ Follow all Company safety guidelines to prevent injuries which include but are not limited to using personal protective equipment (PPE).
- ✓ Perform grounds maintenance such as but is not limited to mowing grass, sweeping hangars and shoveling snow.
- ✓ Perform janitorial duties such as but is not limited to cleaning restrooms, stocking, vacuuming and trash removal.

Qualifications/Requirements:

- *Always maintain an awareness that lives are dependent upon the ability to perform all tasks assigned with accuracy and uncompromised concern for safety.*
- *Ability to be high above the ground for long periods of time via ladders, lifts and booms.*
- *Must be able to learn, understand and retain complex information about many different systems and types of aircraft.*
- *Maintain 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 throughout the organization.*
- *Ability to quickly synthesize information using common sense and reasoning to analyze and resolve issues while including appropriate people in the decision-making process.*
- *Demonstrate professional and respectful relationships with all co-workers, vendors, guests, supervisors and managers.*
- *Ability to work independently as well as productively in a team setting.*
- *Ability to 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 balanced and fair.*
- *Must commit to long hours of work when necessary. This includes but is not limited to having the ability/availability to work extended shifts and additional shifts when necessary.*
- *Ensure work responsibilities are covered when absent.*
- *Availability to work weekends, evenings and holidays.*
- *Proficient in basic math calculations.*
- *Knowledge of Windows-based software, internet and industry specific software (TFBO).*
- *Must complete NATA Safety 1st Certification within twelve (12) months of hire date.*
- *Must complete Company, industry, state and federally required trainings, certifications and courses within the timeline provided during initial training period.*
- *Must have and maintain valid Driver's License, two years driving experience preferred.*
- *High School Diploma or equivalent preferred.*

Physical Demands:

This is a laborious position in which the employee is regularly required to have frequent quick movement including constant standing and walking. The position involves other regular movement including, but not limited to, climbing, working from heights, bending, kneeling, squatting, reaching, twisting, lifting and carrying. The employee must frequently lift/move/carry up to 50 pounds with both hands (at times over your head), occasionally lift and/or move up to 75 pounds and seldom lift and/or move over 76 pounds.

Work Environment:

The employee is required to work in an environment that is fast paced, busy and has moderate to high noise levels. Because most work for this position will be outdoors, the employee is exposed to extreme/excessive weather conditions cold or hot, such as but not limited to exposure to snow or rain as well as heat from the sun or machines. The employee is frequently exposed to hazardous and flammable materials used in the aviation industry such as but not limited to aviation fuels, oils and fumes. The employee is frequently exposed 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.

Employee Name (Print)

Employee Signature Date