



Job Description

Position Title: Ramp Assistant
Reports To: 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 aircraft 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.
- ✓ Assist Customer Service Representative (CSR) and Line Service Technician (LST) with duties and responsibilities.

Operations

- ✓ Provide guests with a quality experience by providing excellent service.
- ✓ Perform guest service functions including but not limited to baggage handling, trash removal, catering and transportation.
- ✓ Direct and marshal arriving and departing aircraft.
- ✓ Work with arriving guests to ensure rental car paperwork is complete and filed.
- ✓ Clean rental and guest vehicles as required.
- ✓ Clean ground service equipment (GSE) and courtesy cars as required.
- ✓ Responsible for organization of tool and cleaning cart, this includes stocking.
- ✓ Assist with loading and unloading of aircraft which includes but is not limited to freight.
- ✓ Assist with service ticket completion and place in ticket box.
- ✓ Receive fuel loads and fill mobile fuel trucks as directed.
- ✓ Ensure accurate fuel quality control and equipment safety checks.
- ✓ Proactively manage fuel inventory.
- ✓ Responsible for reporting any incident involving damage to aircraft or incorrect fueling immediately as mandated by company policy and federal law.
- ✓ Maintain airport security in accordance with applicable airport and federal regulations.
- ✓ Maintain clean and orderly workspaces which includes but are not limited to hangars, line desk and flight line. All work areas should be free of clutter.
- ✓ Ensure a safe 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.
- ✓ Assist with completion of Daily Task List.
- ✓ Perform grounds maintenance such as but not limited to mowing grass, sweeping hangars and shoveling snow.

- ✓ Perform janitorial duties such as but not limited to cleaning kitchen, restrooms, stocking supplies, vacuuming and trash removal.
- ✓ Perform daily tasks using technology such as but not limited to the internet, industry specific software (TFBO), Windows based software and calculator.
- ✓ Follow all Company safety guidelines to prevent injuries which include but are not limited to using personal protective equipment (PPE), lifting heavy objects with assistance and utilizing safety equipment at all times.

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.*
- *Must be able to learn, understand and retain complex information about many different systems and types of aircraft.*
- *Ability to be high above the ground for long periods of time via ladders, lifts and booms.*
- *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 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 level-headed.*
- *Must have availability to work weekends, evenings and holidays.*
- *Ensure work responsibilities are covered when absent.*
- *Proficient in basic math calculations.*
- *Must complete Company required trainings and courses within the timeline provided during initial training period.*
- *Valid and current Driver's License 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 (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 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 Signature

Date

Employee Name (Print)