

# PEACHTREE CITY AIRPORT AUTHORITY

## JOB DESCRIPTION

Position Title: Line Service Representative (LSR)

Department: Fixed Base Operator (FBO)

Reports To: Flight Line Supervisor

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### Position Summary

The Line Service Representative (LSR) supports safe and efficient flight line operations at the Fixed Base Operator (FBO) at Atlanta Regional Airport – Falcon Field. This position is responsible for aircraft fueling, ground handling, facility support, and delivering high-quality customer service to pilots, passengers, and airport tenants. The LSR plays a critical role in maintaining safety standards, operational efficiency, and a positive customer experience consistent with Authority standards.

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### Essential Duties and Responsibilities

#### Aircraft Services & Flight Line Operations

- Fuel aircraft using mobile fuel equipment in accordance with safety procedures
- Tow, park, and marshal aircraft safely
- Meet arriving and departing aircraft and provide taxi signals
- Assist passengers and crew with luggage and requested amenities

#### Customer Service & Guest Support

- Provide courteous, professional service to pilots, passengers, and visitors
- Maintain knowledge of local services (hotels, restaurants, transportation, etc.)
- Provide directions and logistical support to transient crews and passengers
- Promote airport services and products

#### Safety & Compliance

- Perform daily inspections of equipment and report defects
- Follow all FAA, airport, and Authority safety policies and procedures
- Identify and report safety hazards to supervisors or management
- Assist with inspections of ramps, hangars, and fuel storage facilities

#### Facility Maintenance & Team Support

- Maintain cleanliness and organization of FBO facilities, including restrooms, lounges, hangars, and operational areas
- Perform light maintenance and housekeeping duties
- Maintain tools, equipment, and vehicles in proper working condition
- Operate Authority vehicles when authorized

#### Administrative & Operational Support

- Record fuel transactions and meter readings accurately
  - Maintain daily logs of aviation fuel and product sales
  - Perform additional duties as assigned to support operational needs
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### Minimum Qualifications

#### Education & Experience

- High school diploma or equivalent preferred
- Experience in aviation, equipment operation, or customer service preferred
- Equivalent combinations of education and experience may be considered

#### Knowledge, Skills & Abilities

- Basic understanding of flight line operations and safety procedures
  - Ability to learn aircraft fueling, towing, and servicing techniques
  - Ability to operate vehicles and ground support equipment safely
  - Strong communication and customer service skills
  - Ability to follow verbal and written instructions
  - Ability to work independently and as part of a team
  - Ability to interact professionally with the public and coworkers
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#### Work Schedule & Environment

- Must be available to work flexible schedules, including nights, weekends, and holidays
  - Work is performed primarily outdoors on the flight line with exposure to weather, noise, and moving aircraft
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#### Physical Requirements

- Ability to lift and carry 10–100 pounds regularly
  - Ability to stand, walk, bend, squat, climb, and perform physical tasks for extended periods
  - Ability to work in various weather conditions (heat, cold, rain, etc.)
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## Other Requirements

- Must be at least 21 years of age
  - Must possess and maintain a valid Georgia driver's license
  - Must be able to safely operate Authority vehicles and equipment
  - Must successfully pass a drug screening
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## Dress Code & Appearance

Employees must maintain a clean, neat, and professional appearance always.

- Authority-issued shirt and hat
- Reflective safety vest
- Black pants or shorts
- Closed-toe shoes or work boots

Uniforms must be clean, complete, and maintained in good condition.

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## Compensation & Benefits

Compensation and benefits are provided in accordance with Authority policies and may include competitive pay, paid time off, and other benefits as applicable.

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## Equal Employment Opportunity Statement

The Peachtree City Airport Authority is an Equal Opportunity Employer and does not discriminate based on race, color, religion, sex, national origin, age, disability, genetic information, or any other protected status under applicable law.

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## ADA Compliance Statement

The Authority is committed to providing reasonable accommodations to qualified individuals with disabilities in accordance with the Americans with Disabilities Act (ADA). If you require an accommodation to perform the essential functions of this position, please notify Human Resources.

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## Disclaimer

This job description is intended to describe the general nature and level of work being performed. It is not intended to be an exhaustive list of all duties, responsibilities, or qualifications. Duties and responsibilities may change at any time with or without notice.

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## Revision

Updated: April 2026