

**PEACHTREE CITY AIRPORT AUTHORITY
JOB DESCRIPTION**

POSITION TITLE: LINE SERVICE REPRESENTATIVE

DEPARTMENT: FIXED BASE OPERATOR

REPORTS TO: ASSISTANT AVIATION DIRECTOR/AVIATION DIRECTOR

POSITION SUMMARY:

This is a uniformed, supervisory position responsible for the coordination, training, and operation of the Fixed Based Operator (FBO) at Atlanta Regional Airport Peachtree City-Falcon Field Airport. Work involves the fueling of aircraft, towing and parking of aircraft; operation of mobile fuel tenders, FBO equipment, skid steer (forklift) equipment, and other authority vehicles and equipment for Airport & FBO operations. Must provide excellent customer service to internal and external customers. The position is expected to promote the use of airport products. Work is performed under the Line Service Representative Supervisor and/or the Aviation Director/Assistant Aviation Director.

Work requires the ability to make independent and sound judgments to take action as required. Must exhibit good & consistent professionalism.

POSITION DUTIES:

Works with fellow FBO line crew members and other airport stakeholders to conduct safe and efficient Airport & FBO operations. Conducts fueling of aircraft; towing and parking of aircraft; use of Airport Authority owned equipment for Airport & FBO operations; operates and maintains fuel storage facilities and mobile fuel tenders; ensures adequate fuel levels are maintained in the fuel trucks as well as the fuel farm; advised when fuel levels are low and orders should be made to maintain adequate levels; meets arriving and departing aircraft and provides taxi signals to pilots; coordinates and participates in airport/FBO special events.

Performs pilot-requested aircraft services including but not limited to: cleaning of aircraft windows; ground power service assistance; emptying aircraft litter bags; assisting passengers and flight crews with luggage or parcels; and providing ice, coffee, or soft drinks if requested.

Conducts and records periodic safety inspections of all ramps, hangars, tie-down anchors, FBO equipment, fuel storage facilities, and fuel tenders. Conducts periodic inspections and tracks aircraft inventory on ramps, hangars, and tie-down positions. Ensures that all routine and non-routine maintenance procedures for all components are accomplished in a timely and satisfactory manner. Ensures daily shift duties are completed and recorded in designated airport documents.

Ensures all fuel Quality Control (QC) and Quality Assurance (QA) practices and documentation are implemented and maintained.

Prepares daily logs of all fuel and other aviation product sales including truck and storage facility meter readings.

Ensures all fueling operations and fueling infrastructure abides by the established Spill Prevention, Control, & Countermeasure (SPCC) plan.

Reports potential airport safety hazards to supervisor and/or airport management and takes steps to correct problems in management's absence.

Abides by and follows corresponding established Standard Operating Procedures (SOPs), and assists with editing existing or establishing new SOPs when necessary.

Conducts daily inspections of all FBO equipment and verifies that all routine and non-routine maintenance procedures have been accomplished.

Maintains geographical knowledge of Peachtree City and surrounding communities including the location of hotels, restaurants, major businesses, and government offices; uses maps, and offers to provide travel directions to transient passengers and crews; answers questions on airport-related activities and businesses. Provide excellent customer service contact and promotion of airport products.

May operate Authority vehicles and equipment in the performance of duties.

Performs daily cleaning and minor maintenance of operations facility, including but not limited to bathrooms, lobby, conference room, kitchen, breakroom, pilot and passenger lounge, hangars, storerooms, and offices. Empties trash cans, loads and unloads materials, supplies, and equipment; cleans carpet, windows, and furniture; mops and buffs floors, loads and unloads dishwasher.

Performs other duties as may be required or assigned.

Housekeeping:

ALL FBO line staff are expected to contribute to keeping the FBO terminal and facilities (bathrooms, ready room, lounge, and briefing areas) cleaned and stocked.

DESIRABLE QUALIFICATIONS:

Education and experience

High school diploma or equivalent required. FBO line operations experience required. Two-year degree in aviation business from an accredited aviation or vocational school, supplemented by courses in computer operation, preferred.

Experience in airport/FBO flight line operations with demonstrated experience as a lead worker.

Any equivalent combination of education and experience may be accepted.

Knowledge, skills, and abilities

Demonstrated experience in airport and FBO flight line operations.

Demonstrated experience in aircraft towing, fueling, and servicing techniques.

Demonstrated experience in aircraft movement restrictions and signalman/pilot taxi signals.

Thorough knowledge of occupational hazards and safety precautions necessary for the safe operation of FBO flight line vehicles and equipment.

Knowledge and experience in the operation and minor maintenance of fuel storage facilities.

Ability to prepare, implement, and record maintenance and repair plans for airport/FBO vehicles and equipment.

Ability to implement procedures of established safety plans and employee training programs.

Skill in the use of computers and interpreting computer data.

Ability to understand and explain moderately complex instructions regarding computer functions.

Ability to plan, and work with fellow employees in a professional manner with good knowledge and demonstrated ability to effectively execute daily duties and work expectations.

Ability to communicate clearly and effectively, orally and in writing.

Ability to positively interact with coworkers, management, and the public on a one-to-one basis or in group settings.

Ability to adhere to customer service policy and training.

Required Uniform/Appearance

Must present a clean, neat, well-groomed appearance.

The uniform includes various Authority-issued clothing and personal protective equipment (PPE). The employee will supply his/her own pants or shorts and they must be black in color.

The uniform must be kept complete and in good appearance.

Other job requirements

Must be a minimum of 21 years of age.

Must possess a valid driver's license issued by the State of Georgia for the type of vehicle or equipment operated.

Must have the ability to drive and operate Authority vehicles and equipment safely and efficiently.

Must have the ability to lift and carry heavy objects (10 - 100lbs.) and bend, squat, twist, crawl, and/or climb daily.

Must have the ability to work in a variety of extreme weather conditions for extended periods.

Must have the ability to work a varied schedule, including nights, weekends, and holidays.

Must have the ability to successfully pass a drug screen test.