



Central West Virginia Regional Airport Authority

John D. Rockefeller IV Terminal

100 Airport Rd, Suite 175 - Charleston, WV 25311-1080

Phone: 304-344-8033

Fax: 304-344-8034

www.yeagerairport.com

**Fixed Base Operator
Line Service Technician
Job Description**

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be required to perform job-related tasks other than those specifically presented in this description.

POSITION SUMMARY

The Line Service Technician position entails fueling, towing and the servicing of various types of general aviation, military, and commercial aircraft with a high priority for safety and strong customer service in a fast-paced environment.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Marshal, park, greet, tow, wing-walk, fuel and provide various services including lavatory and water services to aircraft.
- Provides world class customer service relations.
- Provide shuttle service for passengers/crew.
- Assist passengers and/or crew with baggage/cargo.
- Assist with wing walking duties as required.
- Sump fuel tanks and trucks daily and record finding to assist with fuel quality control measures.
- Maintain and exhibit a strong knowledge of proper safety procedures and situational awareness.
- Follow oral and written directions; plan and complete assigned duties and training in an allotted time as well as maintain good working relationships with the team.
- Frequent use of two-way radios to communicate effectively.
- Perform daily and monthly fuel truck and other equipment safety inspections. Ensure vehicles and other equipment are in safe operating order and running properly.
- Escort various private and company personnel unfamiliar with the airport grounds as requested to ensure safety compliance.
- Assist with daily fuel farm inspections including performing pre-loading and quality control inspections.
- Review updated operations manuals for various aircraft as needed.
- Adhere to all procedures and rules for safety and security.
- Must be physically present to work as member of the team to serve customers, visitors and staff who may need unscheduled assistance. Flexibility with work schedules is required as well as the ability to work in ever changing weather conditions.



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- Assist other airport departments as needed.
- Aircraft Parking
- Aircraft towing/wing walking
- Refuels aircraft
- Aircraft de-icing
- Aircraft Operations Area (AOA) inspections as required
- Customer service desk duties in the absence of the CSR
- Baggage handling
- Vehicle escorting
- Snow Removal
- Janitorial and light maintenance duties related to FBO facilities, hangars and equipment.
- Grass mowing
- Performs other duties or special projects as assigned.

KNOWLEDGE, SKILLS & ABILITIES

Operate and use required tools and equipment skillfully and safely; analyze and respond safely and appropriately to emergency situations; perform heavy physical labor; follow and give oral and written instructions.

- **Communication** - Communicates well both verbally and in writing, has good listening skills.
- **Computer Skills (Basic)** - General knowledge of concepts and terms, file management, document processing, use of presentation software, use e-mail to communicate.
- **Customer Service Orientation/Interpersonal Skills** - Effective in maintaining harmonious working relationships with co-workers, supervisors, customers and the public; interested, dedicated and enthusiastic toward work. Builds strong relationships, is flexible/adaptable, works well with others, solicits feedback. Ability to deliver a personalized service experience to private and business aviation clientele.
- **Initiative/Creativity** - Ability to ask relevant questions and display self-directed learning; seeks out new assignments and assumes additional duties when necessary without prompting; proposes ideas and new and better ways of doing things.
- **Job Knowledge** - Application of skills, training, abilities and/or related experience to the performance of specific job duties and responsibilities; demonstrates knowledge of a particular field; demonstrates learning ability and versatility.
- **Mathematical Skills (Basic)** - Use basic mathematical skills to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. Basic use



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of 10-key calculator

- **Quality of Work/Independence** - Observance of high standards and thoroughness in work procedure; accuracy and attention to detail. The degree of work accomplished with little or no direct supervision. Ability to make safe and efficient decisions during high activity times.
- **Professional Appearance** - Maintains a professional, business-like appearance including clean and pressed uniforms. Hair is kept neat and tidy and facial hair is well kept and neatly trimmed.

QUALIFICATIONS

Physical Requirements:

Must be able to perform physical activities, such as, but not limited to, lifting equipment (up to 50 lbs. unassisted), bending, standing, climbing or walking. Must be able to safely use manual tools and power equipment common in the construction trades. Reasonable accommodations will be provided to enable employees with disabilities to perform the essential functions of the job.

Educational Requirements:

High school graduation or equivalent.

Experience Requirements:

Considerable experience in the safety procedures and practices related to work.

Certifications, Licenses Required:

Valid Driver's License. Must receive a valid West Virginia State Driver's License within 30 days of hire.

Working Conditions:

Must be able to operate: fire extinguishing equipment, tow bars and tugs, various hand tools, radios, ground power units, fuel trucks and other vehicles, Millipore/API gravity equipment and computer operations.

While performing the duties of this Job, the employee is regularly exposed to work near moving mechanical parts; high, precarious places; fumes or airborne particles; toxic or caustic



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chemicals; outside weather conditions; risk of electrical shock and vibration. The noise level in the work environment is usually very loud

Subject to a variety of extreme weather conditions; susceptible to mechanical, electrical, and chemical hazards associated with equipment and maintenance duties; subject to constant and extreme noise, poor lighting and fumes.

Other Requirements:

Must pass pre-employment drug testing and submit to periodic testing required by applicable laws. Must pass ten-year criminal history background check as required by the Transportation Security Administration. Must pass recurring SIDA with Escort; AFDQ; Fire Warden; Fire Safety; Active Shooter; Stormwater Training; Vehicle Search and ID Verification Training. Subject to work schedule with varying days off. Available for recall during non-duty hours for emergencies, snow removal or other related duties.

DISCLAIMER

This job description indicates in general the nature and levels of work, knowledge, skills, abilities and other essential functions (as covered under the Americans with Disabilities Act) expected of this position. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of this position. An employee may be asked to perform other duties as required. Management has the right to assign additional duties and the discretion to make revisions to each job description.

Additionally, employment is terminable at will, so that both the Airport and the employee remain free to choose to end the work relationship at any time, with or without cause, and with or without prior notice. This employment is for no definite period and nothing contained herein in any way creates an express or implied contract of employment between the Airport and the employee.