

JOB DESCRIPTION

This description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications which may be required of employees assigned to this job classification.

The work of a Ramp Service Clerk / Agent includes the following: loading and unloading of cargo (mail, express, baggage, freight, and company material) on and off aircraft; the transporting of cargo between terminals and aircraft; the ramp transfers of cargo where required; the receiving, delivering, and physical handling of freight and company material, export at the designated express docks, mail and baggage in the outbound baggage room; the completion of forms and messages related to and necessary for the performance of the designated locations of the functions described. The cleaning and servicing of cabin interiors, including cockpit and lavatories; draining lavatories; checking, handling, assembling, removing and installing passenger service cabin furnishings and supplies. Transporting such furnishings and supplies to and from aircraft. Assisting in loading, unloading and racking both filled and empty drums. In addition, de-icing aircraft, clear aircraft windshields, pushout/two aircraft and related guide man functions; connect/remove ground power and ground start units. May be required to clean the exterior of aircraft with specialized cleaning fluids. May be assigned to perform routine cleaning of work areas, ramps, and facilities with or without powered equipment. May be assigned to assist in monitoring security of facility. May be assigned to do routine automotive repair; servicing and cleaning of powered and unpowered equipment. May perform all aspects of airport and passenger service functions including: amaking reservations, preparation and issuance of tickets and itineraries, computation of fares, issuance of refunds, checking baggage, collection of excess baggage charges, providing passengers with general travel information; meets aircraft at gate or loading area, performs duties in the departure lounges or at boarding gates when enplaning and deplaning passengers, checks passenger ticket for validity and lifts appropriate coupon, completes all necessary arrangements for accommodating passengers holding reservations, standbys and their luggage, determines flight close-out time and prepares, completes and checks various flight forms for accuracy, invalidates tickets and completes post-departure procedures; performs lost and found activities, initiates tracing procedures for lost passenger articles, keeps owner informed of progress of search and returns found articles to customer, processes claims for damaged or lost baggage and personal articles and makes on-the-spot settlement of minor claims, forwards reports on larger claims to proper Company personnel, prepares and maintains required records and reports of lost and found activities; receives airfreight shipments, establishes acceptability, determines routing, classifies, computes rates and collects payments, prepares routing data, carrier releases, transfer manifest drayage documents and various domestic and international forms, maintains inventory and records of shipments accepted, warehoused, dispatched and delivered to customers.

This job is covered by a collective bargaining agreement.

JOB REQUIREMENTS

Must be at least 18 years of age. High school diploma or GED preferred. Valid drivers license. Ability to work rotating shifts including weekends (i.e. Friday, Saturday and Sunday), holidays, and days off. Ability to read, write, fluently speak and understand the English language.

ESSENTIAL JOB FUNCTIONS

Must be able to perform the following functions in variable weather conditions as well as environmental conditions, i.e. jet engine fumes, vehicle emissions, dust, and jet engine noise.

Line

Load and unload aircraft of cargo weighing up to 70 lbs. in and out of aircraft within confined cargo areas, push, pull, and position loaded containers weighing up to 3,200 lbs. on rollers with/to aircraft.

Driving vehicles with gross weights of 3,000 to 80,000 lbs. in areas congested with aircraft, moving and stationary vehicles and equipment as well as positioning vehicle up to aircraft requiring depth perception and the ability to distinguish colors, red, green, and yellow.

Engage in push-out of aircraft driving 80,000 lb. vehicle or assist by providing guide function to driver using depth perception in congested areas or speaking to cockpit during push-back procedure.

Transport cargo to and from aircraft driving 3,000 lb. vehicle using depth perception to negotiate vehicle with attached carts through congested area. Read "off-load" sheets to determine destination of cargo.

While performing aircraft push-out and/or towing functions, engage in proper specific ground to cockpit communication via hand signals and voice commands, with and without, the assistance of sight or visual aids.

Ability to successfully communicate with others.

Ability to work in a high-noise level environment.

Ability to understand and react to verbal commands and safety warnings, with and without, assistance of sight or visual aids.

Pull, push, and lift bags weighing up to 70 lbs. onto or from a conveyor belt.

Pull water hose from stationary cabinet and connect to aircraft.

Lift, connect overhead and remove overhead, 40 lb. KVA electric cable to/from aircraft.

De-ice aircraft at heights of up to 20 - 80 ft. lifting and holding nose, spray exterior of wings and fuselage with glycol.

Ability to judge distances.

Ability to confront and question unauthorized personnel in secured areas, and report their presence to authorities as necessary.

Reports to work on a regular and timely basis.

Cabin Service

Equip airplane cabin, by reading check list specifications, with equipment and supplies such as rugs, linens, blankets, etc., as well as carrying supplies weighing up to 50 lbs. on board aircraft.

Lifts refuse containers weighing up 35 - 50 lbs; reach, bend, and twist in confined space to hand clean, using cleaning fluid and materials, the interior of aircraft including meal trays, ash trays, lavatories, overhead storage bins and buffets.

Driving vehicles with gross weights of 3,000 to 80,000 lbs. in areas congested with aircraft, moving and stationary vehicles and equipment as well as positioning vehicle up to aircraft requiring depth perception and ability to distinguish colors, red, green, and yellow.

Cognitive skills to check condition, clean, sort, count, salvage and/or store equipment, and assemble kits.

Operate vacuum cleaner and similar mechanized cleaning aids.

Cognitive skills to check deliveries of supplies against requisitions to determine discrepancies.

Ability to judge distances.

Ramp Service Clerk / Agent (CID,FAR,FSD,COS,ICT,RAP,BIL,GTF,EUG,RFD,BIS,GRI,MFR,RDM,PIA,PSC,BLI)

Ability to successfully communicate with others.

Ability to understand and react to verbal commands and safety warnings, with and without, assistance of sight or visual aids.

Ability to confront and question unauthorized personnel in secured areas, and report their presence to authorities as necessary.

Reports to work on a regular and timely basis

Passenger Service

Twist, turn, stoop, bend, reach, and grip while checking baggage throughout an eight hour shift.

Ability to stand and walk for an eight hour shift.

Hear and respond to customers.

Ability to speak and be understood in giving directions/information to passengers.

Tolerate and answer repetitious questions from customers in a friendly, outgoing manner.

Ability to count money.

Must be willing to wear uniform and insignia as prescribed by the Company.

Personal appearance and grooming that will present a favorable corporate image.

Reports to work on a regular and timely basis.

All of the above functions are normally performed within certain narrow time constraints, which are usually dictated upon the actual arrival of an aircraft and its scheduled departure. The failure to perform these functions may result in passenger inconvenience caused by lost or damaged bags, delayed aircraft departure and passenger and employee safety. The failure to perform these functions properly may result in serious injury to employees, damaged ground equipment and/or aircraft.

Statement of Understanding

I have read and understand the position description and essential functions provided to me for the above position. By my signature, I confirm that I: (Please check one of the following)

_____ Can perform all of the essential functions of the position.

_____ Cannot perform all of the essential functions of the position.

I also understand this is not a job offer nor is it intended to be any guarantee of future employment opportunities.

Applicant Signature

Date

Company Representative Signature

Date