



<b>Job Title:</b>	<b>LINE TECHNICIAN I</b>
<b>Department:</b>	<b>OPERATIONS</b>
<b>Reports To:</b>	<b>FBO MANAGER</b>
<b>FLSA Status:</b>	<b>NON-EXEMPT</b>
<b>NAICS W/C:</b>	<b>NON-CLERICAL</b>
<b>EEOC:</b>	<b>TECHNICAL</b>
<b>Prepared Date:</b>	<b>MAY 2018</b>

## About Us

At Naples Airport Authority we want to build a team that understands that by working together, under these principles, we will all help ensure a safe and productive airport environment and make for an enjoyable experience for our customers, the public and our employees.

### Our Purpose

Connecting you to Naples through an exceptional airport experience.

### Customer Service Vision

First and lasting impression of excellence.

### Values

**A**GILE organization

**P**ASSIONATE in service to our community

**F**OCUSED on excellence

**C**OLLABORATIVE decision making

**A**CCOUNTABLE for our actions

**R**ESPECTFUL of one another, customers and citizens

**E**THICAL standard of conduct

**S**TEWARDSHIP of financial, social and environmental resources

## Job Purpose

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

## Supervision Received & Exercised

Receives direction from FBO Manager, Duty Officer or other higher level supervisory or management personnel.

## Essential Duties & Responsibilities

- Marshal, park, greet, tow, wing-walk, fuel and provide various services including lavatory and water services to general aviation aircraft.
- 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 period as well as maintain good working relationships with the team.
- Frequent use of a two-way radio to communicate effectively.
- Perform daily and monthly fuel truck safety inspections. Ensure vehicles are in safe operating order and running properly.
- Perform routine daily and monthly equipment safety inspections. Ensures all equipment is in safe and proper working order.
- 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 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.

## Other Duties

- Assist other departments as needed.
- Performs other duties or special projects as assigned.

## Competencies

- **Attendance/Dependability/Reliability** - Punctual and adheres to the established work schedule; follows prescribed work break/meal periods. Can be counted upon to complete work on schedule.

*Disclaimer: This job description is meant to reflect the general nature and level of work being performed. It is not intended to be construed as an all-inclusive list of job requirements; other duties as assigned may be required. This job description does not restrict management's right to revise or change job duties as the need arises.*

- **Care of Equipment and Company Property** - Maintains a neat work area; cares for company equipment; utilizes preventative maintenance. Has working knowledge of the proper use of equipment.
- **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 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** – Must maintain a professional appearance.

### Minimum & Preferred Qualifications

Must have basic knowledge of aircraft engines and fuel types. Must have excellent customer service knowledge and excellent people skills. Must have a full working knowledge of F.A.A. safety and fire regulations within 90 days of employment. Must be able to complete the established Line Technician Training Program provided by the fueling company within thirty days of employment and the National Air Transportation Assn. “Safety First” Program within six months of employment.

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

### Education/Professional Certifications

- High school diploma or general education degree (GED).
- At least six months of related aviation or customer service experience.

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### Machines Tools & Equipment

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.

### Driver’s License Requirements

- A current, valid Florida driver’s license with full privileges (not suspended or revoked).
- Must maintain a valid State of Florida driver’s license or possess a valid out-of-state driver’s license and obtain the State of Florida driver’s license within 30 days of employment.
- A driving record that meets the Authority’s driving standards.

### Language Skills

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

### Working Conditions

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

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

### Physical Requirements

While performing the duties of this job, the employee is regularly required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl; talk or hear. The employee must frequently lift and/or move up to 50 pounds and occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

<b>Supervisor Signature &amp; Date:</b>	
<b>Employee Signature &amp; Date:</b>	

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## Critical Development Experiences

### Line Technician I to Line Technician II

This is intended only as a summary illustration of a possible career ladder in the Operations department. This is not intended as a promise of promotion or change in position.

#### Qualifications:

- Must demonstrate full working knowledge of all duties and operational aspects of Line Technician I position.
- Must have a full working knowledge of F.A.A. regulations, safety, operational regulations and the airport emergency plan.
- Must have excellent communication and customer service skills.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.
- High school diploma or general education degree (GED).
- A minimum of one to two years of line technician experience. Eligibility for promotion to Line Technician II position after serving one full year as a Line Technician I at NAA without a safety incident.

#### Responsibilities:

- Must show the ability to close a fuel sale without assistance by selling fuel to customer and processing the sale (using credit card machine, supplying receipts, etc.) in the absence of the Line Technician III or Duty Officer.
- May assume the duty of Lead Line Technician on the ramp, providing initial services to all arriving aircraft in the absence of the Line Technician III.
- Ability to receive fuel loads, conduct quality control inspections and perform monthly fuel audits.
- Sets up ramp for morning activity, performs night time ramp audit and morning ramp/tie down billing.

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