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| Job Title: | LINE TECHNICIAN II |
| Department: | OPERATIONS |
| Reports To: | FBO MANAGER |
| FLSA Status: | NON EXEMPT |
| NAICS W/C: | NON-CLERICAL |
| EEOC | TECHNICAL |
| PREPARED DATE: | MAY 2018 |

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

AGILE organization

PASSIONATE in service to our community

FOCUSED on excellence

COLLABORATIVE decision making

ACCOUNTABLE for our actions

RESPECTFUL of one another, customers and citizens

ETHICAL standard of conduct

STEWARDSHIP of financial, social and environmental resources

Job Purpose

Ensures aircraft are properly refueled. Performs customer service type ramp duties and assists with the safety related operations required to ensure that the Naples Airport is operated in accordance with all Federal Aviation Regulations (FAR's).

Supervision Received & Exercised

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

Essential Duties & Responsibilities

- When requested insures effective and safe refueling of helicopters while they are still in operation.
- Manages and completes all high risk towing, ensuring that all aircraft are appropriately and safely removed from hangars following Airport procedures.
- 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 3 or Duty Officer.
- Serves as a role model to employees demonstrating positive interpersonal skills.
- Prepare and submits recommendations designed to improve efficiency.
- 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.
- Assists the Duty Officer in providing work direction to other Line Technicians, as assigned.
- Assist in the procurement of equipment and supplies for the department, including the preparation of bids and bid specifications.
- Performs night shift responsibilities (2200 – 0600 or similar) to include receiving fuel loads, conducting quality control inspections and performing monthly fuel audits. Sets up ramp for morning activity, performs night time ramp audit and morning ramp/tie down billing.
- Assists with night shift security responsibilities to include building and ramp inspections.
- Must be physically present to work as member of the team to serve customers, visitors and staff who may need unscheduled assistance.

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.

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.
- **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, delivers presentations, 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.
- **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 supervision.
- **Professional Appearance** - Maintains a professional appearance.

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Minimum & Preferred Qualifications

Must have full working knowledge of all operational aspects of Line service. 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. Must have valid Florida driver's license. 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).
- A minimum of one to two years of line technician experience. Eligibility for promotion to Line Tech II position after serving one full year as a Line Tech I without a safety incident.

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.

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

Physical Requirements

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.

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.

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| Supervisor Signature & Date: | |
| Employee Signature & Date: | |

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Critical Development Experiences

Line Technician II to Line Technician III

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:

- High school diploma or general education degree (GED).
- A minimum of three years of line technician experience, including at least one year in a lead or supervisory capacity. Eligibility for promotion to Line Tech III is two (2) full years as a Line Tech II and without a safety incident.
- Must have full working knowledge of all operational aspects of a Line Service Technician II.
- Must have a full working knowledge of F.A.A. regulations, safety, and operational regulations.
- Must have excellent communication and customer service skills. Must have valid Florida driver's license. 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.

Responsibilities:

- Must be physically present to work as member of the team to serve customers, visitors and staff who may need unscheduled assistance.
- Successfully perform all Operations Desk duties to include radio communication, fuel sales to customers (using credit card machine, supplying receipts, etc.), and rental car distribution, in the absence of the Duty Officer, without assistance, as requested.
- May assume Airport Duty Officer responsibilities in their absence.
- Responds to all airport emergencies and is fully capable of initiating NAA emergency response plan and programs.
- Serves as one of the primary training representatives in the development and orientation of new employees.
- Serves as Lead Line Tech. on the ramp, providing initial services to all arriving aircraft.
- Assists the Duty Officer in providing work and priority direction to other Line Technicians to include fueling orders, lavatory services and concierge services.

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