



Job Title:	LINE TECHNICIAN III
Department:	OPERATIONS
Reports To:	OPERATIONS 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

- 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.
- Must be physically present to work as member of the team to serve customers, visitors and staff who may need unscheduled assistance.

Other Duties

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

Competencies

- **Accident Prevention** - Provides suggestions on how to make work areas safer. Anticipates safety issues and actively strives to prevent accidents.

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- **Analytical Skills/Decision Making** - Ability to visualize, articulate, conceptualize or solve both complex and uncomplicated problems by making decisions that are sensible given the available information. Able to reach decisions, takes thoughtful approach when considering options, seeks input from others, makes difficult decisions.
- **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 (Advanced)** - Skilled with computers, takes advantage of new technology, learns new tools quickly, and uses technology to enhance job performance.
- **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.
- **Employee Development/Ethics** - Offers feedback, coaches' employees appropriately, rewards employees wisely, takes mentoring role, challenges and develops employees, offers opportunity. Honest, accountable, maintains integrity and confidentiality.
- **Employee Management/Leadership/Conflict Management** - Defines responsibilities, motivates employees, delegates well, rewards appropriately. Provides strong leadership, sets a good example, skilled decision maker, motivator, encourager. Good listener, committed to finding solution to problems, works well with difficult people.
- **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 - Specific/Procedure Observance** - Demonstrate knowledge of federal, state and local laws including FAA and FDOT programs, rules and regulations. Follows conduct standards, other regulations; adheres to company procedures.
- **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
- **Problem Solving** - Strives to understand contributing factors, works to resolve complex situations.

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- **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.
- **Time Management/Organizational Skills/Project Management/Productivity** - Achieving better results, both at work and in personal life by organizing time effectively and utilizing self-management habits that lead to increased productivity both on and off the job. Information organized and accessible, maintains efficient work space, manages time well. Monitors status of projects, thoroughly deals with project details, holds project owners accountable, and delivers clear, accurate depiction of status. Effectively yield results in spite of work load variations and demands; meets deadlines; consistent volume of work accomplished with efficiency.
- **Professional Appearance** - Maintains a professional appearance.

Minimum & Preferred Qualifications

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.

Education/Professional Certifications

- 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.

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.

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- A driving record that meets the Authority’s driving standards.

Language Skills

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

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.

Supervisor Signature & Date:	
Employee Signature & Date:	

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Critical Development Experiences

Line Technician III to Duty Officer

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:

- Associate's degree (A.A.) or equivalent from two-year College or technical school.
- Six months to one year related experience and/or training; or equivalent combination of education and experience.
- Must have full working knowledge and understanding of airport and airline operational procedures to include, ground handling procedures, security regulations, customer service issues and emergency response.
- Must have excellent communication skills and customer service knowledge. Must have full working knowledge of computer skills, office software, order entry, and be detail-oriented. Must have full working knowledge of supervisory practices and principles.
- Must have expert knowledge of aircraft re-fueling, fuel quality, fuel testing, and aircraft towing, etc.

Responsibilities:

- Performs various types of airfield inspections in accordance with the ACM and issues Notices to Airmen as necessary as well as applicable work orders. Reviews work orders with Management Staff to insure that corrective actions are being initiated. Keeps the Managers, or in his/her absence, the Director of Operations informed of all operational and service level issues, airfield safety and security, and emergency response issues.
- Reviews fuel inventory, fuel safety procedures and daily quality control inspections. Ensures all fuel order entry procedures and fuel quality control activities and records are performed correctly and updated as appropriate. Prioritizes fuel requests in the appropriate sequence.
- Work responsibilities include scheduling of staff to insure customer service delivery levels are maintained. Oversees customer bill processing, accounts receivable software operations, end of shift close out and cash box procedures.
- Supervises customer service staff during end of shift close out procedures to ensure the transactions balance and all paperwork is completed and forwarded to the Accounting Department.

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