



Job Title:	RAMP ASSISTANT II
Department:	FBO SERVICES
Reports To:	CUSTOMER SERVICE SUPERVISOR
FLSA Status:	NON-EXEMPT
Prepared Date:	JANUARY 2023
NAICS W/C:	NON-CLERICAL – INSURED FOR RAMP
EEOC:	SERVICE WORKERS

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.

Purpose

Connecting you to Naples through an exceptional airport experience.

Customer Service Vision

First and lasting impression of excellence.

Values

AGILE
PASSIONATE
FOCUSED
COLLABORATIVE
ACCOUNTABLE
RESPECTFUL
ETHICAL
STEWARDSHIP

Job Purpose

Provides exceptional customer service by welcoming everyone who arrives at Naples Aviation either curbside, gate-side, or ramp-side. Inquiries about our customers' needs and assists them in a professional, safe, and efficient manner with luggage, directions, catering order delivery and relocation of vehicles.

Supervision Received & Exercised

Receives direction from Customer Service Coordinator, Customer Service Supervisor, Line Service Supervisor or other higher level supervisory or management personnel.

Essential Duties & Responsibilities

- Welcomes and assists customers curbside, gate-side, planeside or elsewhere as assigned, at the FBO with lifting luggage, providing directions, delivering catering orders, coffee, ice, newspapers, and repositioning and tracking vehicles to and from parking lots.
- Performs a variety of aircraft services ramp-side to include marshalling, GPU connect and disconnect from aircraft and wing-walking (**excludes the towing of GSE equipment and aircraft**).
- Coordinates and serves our customers with valet parking their vehicle according to our policy and standards.
- Ensures that back-of-house activities and other services are accurate and are rendered in a timely manner to support our purpose of providing an exceptional airport experience.
- Lifts, loads and unloads baggage and cargo, safeguarding it from damage, loss and weather. Anticipate customer needs to provide first and lasting impression of excellence.
- Track aircraft using aviation software to surpass customer expectations from arrival to departure.
- Delivers coffee, ice, papers (CIP) and catering orders to aircraft from ramp carts for enhanced operational efficiency.
- Effectively communicates customer movements to Customer Service Representatives and Dispatchers ensuring timely response within the terminal.
- Utilizes situational awareness to ensure vehicles, people, equipment and aircraft are free from hazards at all times.
- Provides safe rides to customers using golf carts and/or passenger vans on the FBO ramp.

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.

- Responds to inquiries, works to resolve customer service issues and maintains communication of these issues with the Customer Service Supervisor or other FBO management.
- Occasionally, may serve as backup to other FBO positions and crossed training for developmental opportunities.
- Exhibits a strong knowledge of safety procedures and situational awareness in accordance with the Authority's Safety Management System (SMS) program; completes training in compliance with Authority guidelines.
- Communicates information using the aviation phonetic alphabet to hear and speak numerical sequences clearly and effectively over two-way radio system.
- Must be physically present to work as member of the team to serve customers, visitors and staff who may need unscheduled assistance.
- Attends staff meetings as scheduled.

Competencies

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

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- **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.

Minimum & Preferred Qualifications

Must be highly customer service oriented and have excellent people skills to be able to maintain a professional positive working attitude during stressful situations and accustomed to a fast paced/multi-tasked environment. Preferably familiar with the local area to provide directions to people to a specific location, attractions and events, and transportation options. Must have high level of situational awareness. Able and comfortable to operate vehicles of all types, both a manual and automatic transmission, including Authority cars, vans, and golf carts as well as customer-owned private vehicles.

Education/Professional Certifications

- High school diploma or general education degree (GED).
- At least 6 months of related customer service experience and/or training.
- At least 6 months of aviation experience working around aircraft ramp activities/environment.

Machines Tools & Equipment

Must be able to operate the following: two-way radio, telephones, computers, and various office equipment. Basic computer usage to check emails, complete trainings, and review customer orders.

Driver's License Requirements

- A current, valid Florida driver's license with full privileges (not suspended or revoked) and a driving record that meets the Authority's standards.
- 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.

Language Skills

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to read and interpret documents such as

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safety rules, operating and maintenance instructions, and procedure manuals, Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization. Communicates information using the aviation phonetic alphabet to hear and speak numerical sequences clearly and effectively over two-way radio system.

Working Conditions

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee is regularly exposed to work near moving mechanical parts; 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. Work schedule includes evenings, weekends, and holidays.

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, talk and hear. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

This position is outdoors more than 90% of the time worked. The employee must frequently lift and/or move up to 75 pounds.

Supervisor Signature & Date:	
Employee Signature & Date:	

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