



Job Title:	RAMP ASSISTANT
Department:	OPERATIONS
Reports To:	FBO MANAGER
FLSA Status:	NON-EXEMPT
Prepared Date:	MAY 2018
NAICS W/C:	NON CLERICAL – INSURED FOR RAMP
EEOC:	LABORER/HELPER

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 excellent service for all customers of the Naples Airport Authority by providing specific customer service tasks to support the Operations Department.

Supervision Received & Exercised

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

Essential Duties & Responsibilities

- Provide front line support for other operations staff members to include assisting customers at their aircraft with catering/coffee/ice etc., luggage, repositioning privately owned vehicles or rental vehicles to and from long term parking areas.
- Drives golf carts or passenger vans on the operational ramps and provides rides to customers to and from aircraft, terminals and local restaurants.
- Responsible for the accuracy of all work performed.
- Responds to public requests, inquiries, and complaints; and provides answers or directs to appropriate entity.
- Assists passengers with directions and taxis/limos.
- Communicates effectively and coherently over two-way radio channels while initiating and responding to radio communications and calls relayed by other staff.
- Substitutes for other co-workers during temporary absences.
- Required to regularly work on various shifts, weekends, and holidays as deemed necessary.
- Must be physically present to work as member of the team to serve customers, visitors and staff who may need unscheduled assistance.
- Attend staff meetings as scheduled.

Other Duties

- Assist other departments as needed.
- Performs other duties or special projects as assigned.
- Keep the Customer Service Coordinator and Duty Officers informed of all customer service issues and complaints at all times.

Competencies

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.

- **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, 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.
- **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.

Minimum & Preferred Qualifications

Must have at least one year of related customer service experience and/or training in a fast paced/multi-tasked environment. Must be highly customer service oriented. Must have high level of situational awareness. Aviation background helpful. Working knowledge of computers, electronic data processing including Microsoft Word and Excel.

Education/Professional Certifications

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- High school diploma or general education degree (GED).
- At least one year of related customer service experience and/or training.

Machines Tools & Equipment

Must be able to operate the following: Two-way radio, credit card machines, telephones, computers and various office equipment.

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 comprehend simple instructions, short correspondence and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients and other employees of the organization.

Working Conditions

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.

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 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 duties require frequent driving of different kinds of vehicles. The employee must frequently lift and/or move up to 50 pounds.

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.

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Supervisor Signature & Date:	
Employee Signature & Date:	

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