



JOB DESCRIPTION

Position: Line Service Technician

Hours: Full-Time 36-48 hours a week

Seasonal Full-Time 36-48 hours a week

Reports to: Operations Supervisor, General Manager

Purpose

Line Service Technicians are responsible for providing outstanding service to corporate and general aviation customers through marshalling, fueling, and towing aircraft or assisting with luggage. Our Line Service Associates are ambassadors to the Sheboygan community. They are the first to meet visitors to our area and we like to make a great impression.

Primary Responsibilities

The Line Service Technician's primary responsibilities are providing service that exceeds customer and company expectations and maintaining a quality fuel product. Duties include but are not limited to:

Customer Service

- **Marshalling/Towing** – Greet, park, tow/move and marshal aircraft arriving or departing airport ramp area.
- **Fueling** - Fuel aircraft as requested with correct grade of fuel, Jet A or 100LL.
- **Lav/Water** – Provide lavatory and potable water service as requested.
- **Ground Service** – Provide oil and Ground Power Units for aircraft as requested.
- **Luggage/Cargo** – Assist passengers and/or crew with baggage/cargo as needed. Forklift used for cargo handling.
- **Wing Walking** – Assist with wing walking aircraft around obstacles, other aircraft and in/out of hangars.
- **Rental Cars** – have passenger/crew vehicles pulled up on ramp prior to aircraft arrival for customer convenience.
- **Front Desk** – Assist with CSR duties as required: process sales transactions, answer phones with proper telephone etiquette, take aircraft reservations and assist with ground transportation and hotel reservations.

Communication

- **Radios** – Two-way radios are used to communicate with CSR's and aircraft.
- **Military time and Phonetic Alphabet** – All radio communications are conducted using a phonetic alphabet. Additionally, military time is used for all aircraft scheduling of arriving and departing aircraft. Line associates are responsible for learning and using these methods.
- **Movement Schedule** – Update and maintain daily schedule of inbound / departing aircraft, fueling appointments and fuel loads. Contact next day Line associate with next day Movement Schedule.



Line Duties

- **Safety 1st** – Receive Safety 1st Line Service technician certification with 3 months of employment by participating in online course and passing course exams with 80% accuracy and handsOn practical exams.
- **Inspections** – Conduct daily equipment inspections on fuel trucks, fuel farm and ground support equipment and document condition in corresponding logbook.
- **Fuel Quality** – Check fuel quality by taking daily samples from fuel trucks and fuel farm and record findings.
- **Fill Trucks** – Top-off trucks and ensure they are all full and ready for next day fuelings.
- **Accepting Fuel** – Conduct tests to confirm correct grade of fuel is being received and assist with fuel delivery into fuel farm.
- **Chock/Cone Aircraft** - Triple chock landing gear and 4-point safety cone overnight aircraft
- **Maintenance** – Assist with general cleaning and clearing of debris from ramp, building and customer areas. Keep hangars clean with sweeping and organizing of equipment. Remove trash from all outside and inside receptacles. Keep men’s restrooms clean and stocked. Mop floors as needed.
- **Deicing** - Deicing of aircraft performed in winter months
- **Stoves** - Pellet stoves filled and maintained in winter months
- **Security** – Report any suspicious activity and permit only authorized entry onto secured ramp area
- **Other** – provide other duties as required

Required Skills

- Exceptional customer service skills
- Tactful, courteous and conscience of client needs
- Strong communications skills both verbal and written
- Simple arithmetic skills
- Ability to work independently with limited supervision
- Dependable and accountable
- Above average sense of awareness
- Physical demands: walking, pulling, reaching, climbing, crawling, crouching, stooping, sitting, standing, depth perception {moving propellers}, and heavy lifting over 50 lbs.
- Exposure: dirt, fumes, noise, temperature extremes and high work places

Other Requirements

- High School diploma or equivalent
- Valid Driver’s License
- Background check
- Pre-employment drug and alcohol testing

To Apply – Hand Deliver, Mail, Fax or Email Application and Resume to:

Mindy Smith, General Manager

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Burrows Aviation, LLC

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