

Position Description

Position Title: Ramp/Operations Agent	Department: Heliport	
Reports To: Ramp/Operations Supervisor	Exempt/Non-Exempt: Non-Exempt	Location: JRB

Part I:

Job Summary
Service sightseeing, corporate and commercial aircraft in the safe and efficient flow of activity at JRB; assist in customer service requests from flight crews and passengers.

Part II:

Key Job Responsibilities/Accountabilities
Marshal, greet, and direct aircraft and passengers arriving and departing on ramp and barge areas; fuel aircraft; assist passengers and crew with ramp/barge movement
Assist with general cleaning and clearing of debris from ramp, terminal and customer areas.
Assist Operations Desk; Air Traffic Advisor
Receiving fuel shipments; Fuel Quality Control
Security- ensure ramp security by performing ramp checks
Complete other duties as assigned for general operation of facility and location.

Part III:

Qualifications/Primary Job Requirements
High school diploma/GED
Aviation refueling background preferred and general mechanical abilities
Overtime, weekends, and holidays required
Customer service experience preferred
Comply with dress code/professional appearance
Valid driver's license
Hardware/software computer skills

Part IV:

Physical Requirements (Check all that apply):

	Physical Requirement		Physical Requirement		Physical Requirement
X	Vision	X	Clear Speech	X	Hearing/Listening
X	Twisting	X	Pushing/Pulling	X	Bending
X	Lifting/Lowering Weight Under 20 lbs – fuel hose	X	Lifting/Lowering Weight 20-50 lbs – fuel hoses		Lifting/Lowering Weight Over 50 lbs
X	Kneeling (specify) - fueling	X	Sitting (specify) Radio Operation		Driving
X	Carrying (specify) - fuel hoses		Climbing (specify) - ladders	X	Repetitive Motion Hand/wrist; Elbow/Shoulder
X	Standing/Walking A/C marshalling		Move between locations (specify)	X	Touching Dexterity; Hand; Finger

Cognitive Requirements (Check all that apply)

	Cognitive Requirement				
X	Reading Skills Basic	X	Writing Skills Basic	X	Math Skills Basic
X	Language – Fluent English				

Work Environment (Check all that apply):

	Work Environment		Work Environment		Work Environment		Work Environment
X	Verbal Contact w/others	X	Face to Face Contact	X	Works Alone	X	Works With Others
	Travel (specify)	X	Fumes	X	Noise Level (loud when working with aircraft)	X	Weather Conditions Outdoor and indoor

Disclaimer:

- All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.
- This position description in no way states or implies that these are the only duties to be performed by the employee(s) occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.
- The company reserves the right to add to or revise an employee's job duties at any time at its sole discretion.
- This document does not create an employment contract, implied or otherwise, other than an “at will” employment relationship.

I acknowledge that I have read this position description and have received a copy for my records.

Employee Signature:

Date: