

**JOB DESCRIPTION  
CITY OF SPRINGFIELD**

**HUMAN RESOURCES DEPARTMENT  
EMPLOYMENT AND  
COMPENSATION DIVISION**

|                    |   |
|--------------------|---|
| Job Title          | <u>Airline Service Lead Agent</u>       |
| Sch.& Grade        | <u>CTL-6</u>                            |
| Class Code         | <u>HB43</u>                             |
| FLSA Status        | <u>Non-exempt</u>                       |
| Bargain Unit       | <u>SEIU</u>                             |
| Occupational Group | <u>Aircraft Ground Support Services</u> |

**PRIMARY PURPOSE:**

Serves as a working shift leader for daily operations of Ground Services at the Springfield-Branson National Airport. Directs, trains and coordinates an assigned shift for ground services provided to both contracted commercial airlines and charter aircraft upon arrival at and departure from the Airport.

**SUPERVISION:**

Under the general supervision of the Ground Services Supervisor. Directs and trains personnel for an assigned shift.

**DESCRIPTION OF WORK:**

**ESSENTIAL FUNCTIONS:**

1. Plans, organizes, directs, and participates in the ground services operations of the Airport for both contracted commercial flights and charter aircraft. Ground services operations include passenger check-in, security screening, baggage transfers to and from aircraft, aircraft deicing, aircraft cleaning, lavatory services, and aircraft power unit hookups.
2. Directs and trains assigned Ground Services Agents. Training includes both new employee training as well as on-going in-service training.
3. Implements departmental policy as directed for ground services operations. Advises the Ground Services Supervisor on policy issues, including making recommendations and decisions as appropriate and developing more efficient methods of operations as needed.
4. Coordinates ground services activities with air carrier personnel, station managers, and representatives of the Transportation Security Administration (TSA) as required for assigned shift.
5. Participates in the operation and training of various types of ground equipment, including, but not limited to, aircraft loading bridges, baggage tugs and carts, belt loaders, electric carts, lavatory carts, portable water carts, and portable stairs in and around aircraft. Ensures ground equipment is maintained in good working order at all times.
6. Ensures compliance with current Federal Aviation Administration (FAA) and TSA security regulations, airline corporate rules and regulations, directives and procedures. Implements necessary changes in operations as directed. Attends regular and as-needed meetings.
7. Prepares verbal and written reports related to ground service activities as required.
8. Updates Multi-User Flight Information Display System (MUFIDS) as required.
9. Coordinates communications between Airport, airline dispatch personnel and flight captain, including, but not limited to, information related to passenger manifests, weight/balance, fueling requirements, on/off times, uplift, flight release and weather packages. Resolves passenger complaints and conflicts between airlines and TSA related to boarding pass screening operation.
10. Handles other business related responsibilities involving billing, collecting payments, cash handling, and other similar duties utilizing approved financial procedures.

**IMPORTANT FUNCTIONS:**

1. Attends conferences, seminars, workshops and other training for professional development and certification purposes.
2. Utilizes computer software applications such as email, word processing, spreadsheet and databases.

*Performs related work as required.*

**QUALIFICATIONS REQUIRED:**

Any combination of education, training and experience providing the following knowledge, skills and abilities:

**Knowledge**

Thorough working knowledge of the most common types of aircraft used in commercial and charter operations. For aircraft uncommon to the Airport, must be able to gain necessary working knowledge and train ground crews accordingly without causing delays in service. Thorough working knowledge of current FAA/TSA security directives & procedures affecting ground services, as well as general procedures for passenger processing and baggage transfers.

**Abilities**

Direct and participate in the work of daily ground services activities for the Airport; prepare timely written and verbal reports, training demonstrations, etc.; follow oral and written instructions; communicate effectively both verbally and in writing; deal effectively and courteously with associates and the general public; exercise sound, independent judgment; analyze situations and problems with a results-oriented focus; resolve conflict effectively; identify and evaluate solutions, and effectively implement determined action; approach problem-solving creatively and with a team orientation; present an overall professional image; perform the essential functions of the job without posing a threat to the health and safety of others; model and promote acceptance and respect for differences among employees and citizens; performs effectively as a member of the team in carrying out both the City’s stated mission and philosophy and the Airport Board’s goals and objectives.

**Experience, Education and Training**

Requires a year of experience in a high public contact environment. At least 6 months of the experience must be equivalent to an Airline Service Agent to include ticketing and/or ground services support. Must receive initial/advanced ground services training required by the individual airlines within probationary period.

**Physical Requirements**

Performs bending, squatting, kneeling, walking, climbing, reaching from ground level to overhead; possess ability to grip objects. Must be able to push, pull, lift and carry things such as heavy objects, luggage, and packages (up to 75 pounds) in and out of aircraft within confined aircraft cargo space or onto or from a conveyor belt. Must be able to ascend to a height of 40 feet for the purpose of de-icing aircraft; must be able to respond to audio transmitted information or alarms; must be able to distinguish color for such things as aircraft wingtip lights and aircraft instrument panel lights; may be subject to standing for long periods of time.

**Working Environment**

Works both indoors and outdoors with exposure to extreme weather conditions as well as dust and pollen; subject to a variety of mechanical, electrical, chemical, toxic waste and other safety hazards associated with or working around aircraft, vehicles, equipment, fuel etc.; subject to constant and extreme noise, strong odors, fumes and poor lighting due to working at night; possible exposure to disease due to aircraft lavatory work.

**Licensing/Certification**

Must possess a valid Missouri Driver’s License; must obtain and maintain a current Complaint Resolution Official (CRO) certificate when required by individual airlines companies; a Ground Security Coordinator certificate with certification for aircraft over 61 seats within the probationary period; must possess the following certificate of training upon hire: De-Icing/Anti-Icing, Auxiliary Power Unit Start (APU), Aircraft Pushback, and Security Checkpoint training.

**Miscellaneous Requirements**

Must successfully pass a background investigation with a fingerprint-based criminal records check in accordance with Title 14, Code of Federal Regulations, Part 1542, and Airport Security, as required by the Transportation Security Administration. Must pass periodic random drug testing as required in 49 Code of Federal Regulations Part 40 for safety-sensitive employees. Must be able to work a variety of assigned shifts including evenings and weekends. Subject to emergency call-in.

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| <b>Last Revision:</b> | January 31, 2012  | <b>GENERAL ORDINANCE NO.</b> 5876 |
| <b>Comments:</b>      | Updated Abilities | <b>Date:</b> June 28, 2010        |

I have read the foregoing job description in its entirety and understand its contents. I can perform the essential functions outlined with or without reasonable accommodation under the Americans with Disabilities Act.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_