

**JOB DESCRIPTION
CITY OF SPRINGFIELD**

**HUMAN RESOURCES DEPARTMENT
EMPLOYMENT AND
COMPENSATION DIVISION**

Job Title	General Aviation <u>Line Service Specialist</u>
Sch.& Grade	<u>CTL-3</u>
Class Code	<u>HB37</u>
FLSA Status	<u>Non-Exempt</u>
Bargain Unit Elig.	<u>SEIU</u>
Occupational Group	<u>Aircraft Ground Support Services</u>

PRIMARY PURPOSE:

To provide ground support and customer service to customers of the General Aviation Complex for the Springfield-Branson National Airport.

SUPERVISION:

Under the direct supervision of the General Aviation Customer Service Coordinator.

DESCRIPTION OF WORK:

ESSENTIAL FUNCTIONS:

1. Moves, tows and parks corporate and general aviation aircraft including marshaling aircraft to proper parking position using prescribed marshaling signals.
2. Secures parked aircraft with parking chocks and tie-down rope.
3. Operates a variety of aircraft ground support equipment such as starting equipment, pre-heating equipment, and airport lavatory cart.
4. Receives and responds to aircraft service orders from pilots.
5. Operates various communications equipment, such as two-way radios, to receive or transmit information.
6. Monitors Tower/Approach frequencies for inbound aircraft.
7. Assists pilots and passengers with customer service functions such as baggage handling, rental cars, courtesy transportation, catering, ice, coffee or other needs as required.
8. Drives shuttle van and pickup trucks as assigned; provides shuttle service to corporate and general aviation pilots as well as passengers on airport property.
9. Washes aircraft windshields and cleans aircraft equipment as assigned.
10. Provides and maintains security according to established TSA guidelines on the General Aviation Ramp and adjoining areas.

IMPORTANT FUNCTIONS:

1. Performs routine preventative maintenance and minor repairs on assigned equipment and facilities.
2. Assists General Aviation personnel with customer service.
3. Maintains equipment and tools through proper care and maintenance.
4. Performs clerical functions related to fuel or oil sales.

Performs related work as required.

QUALIFICATIONS REQUIRED:

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

Knowledge

Knowledge of aviation and related terminology and hand signal communication, including aircraft type, makes and models; proper procedures for towing prop and jet aircraft; ability to distinguish differences between piston engine, turbo prop, and jet-powered aircraft.

Abilities

Operate a passenger shuttle van in a manner consistent with safety rules and regulations; operate aircraft moving tractor / truck as well as other aircraft equipment in a manner consistent with safety rules and regulations; perform routine cleaning of assigned equipment; marshal all types of corporate and general aviation aircraft to proper parking spaces using appropriate hand signals; ascend and work at heights up to 20 feet; make effective decisions using sound judgment; use effective interpersonal skills to handle a large volume of public contact, including difficult situations, in an efficient manner; follow oral and written instructions; communicate effectively verbally; deal effectively and courteously with associates and the general public; present an overall professional image; effectively welcome and embrace differences among employees and citizens; perform effectively as a member of the team in carrying out the City’s stated mission and philosophy as well as the Airport Board’s goals and objectives; perform the essential functions of the job without posing a direct threat to the health and safety of others.

Experience, Education, and Training

At least one year experience in the aviation field.

Physical Requirements

Performs bending, squatting, kneeling, walking, climbing and reaching to both ground level and overhead; lifts, carries, pushes and pulls small aircraft and ground support equipment; lifts and carries up to 50 pounds; holds and grips objects; responds to audio transmitted information; may require sitting or standing for long periods of time.

Working Environment

Work both indoors and outdoors with exposure to extreme weather conditions, dust and pollen; subject to constant and extreme noise, strong odors, fumes, poor lighting and a variety of mechanical, electrical, chemical, toxic waste, and other safety hazards associated with or working around aircraft, aircraft vehicles, equipment and fuel.

Licensing/Certification

Must possess a valid Missouri Motor Vehicle Operator’s License.

Miscellaneous Requirements

Must pass pre-employment drug testing as well as periodic random testing as required by applicable laws; must pass a 10-year criminal history background check as required by the Transportation Security Administration. Need ability to work various assigned shifts, including evening, holiday and weekend shifts.

Last Revision: February 10, 2012

GENERAL ORDINANCE NO. 5564

Comments: Updated Abilities

Date: June 26, 2006

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: _____