**JOB DESCRIPTION - LINE SERVICE TECHNICIAN**

**JOB TITLE:** Line Service Technician / Customer Service Representative

**SCHEDULE:** Part-Time (max 24hrs/week) **MUST WORK SUNDAYS**, otherwise flexible schedule

**ORGANIZATION:** Erie-Ottawa International Airport Authority

**REPORTS TO:** Airport Director

**LOCATION:** 3255 E. State Road, Port Clinton, Ohio 43452

**RATE OF PAY:** $14.00/hr starting, $14.50/hr after 3 months of service, and $15.00/hr after 6 months of service.

**SUMMARY:** The Line Service Technician is a customer service and maintenance roll responsible for supporting all airport ground operations. Line Service Technicians have excellent customer service and interpersonal skills, a strong safety mindset, a teamwork attitude, good decision-making skills, the ability to follow stated procedures and guidelines, flexibility in a dynamic work environment, and willingness to learn and to take direction. Your safety is important. Line Service Technicians work with fuels and other flammable and hazardous materials. As such, proper procedures must be followed. The airport is a high noise environment so use of proper protective equipment is required. Operating vehicles and moving aircraft in close proximity of people, buildings, and other aircraft requires extreme caution. Procedures must be followed for your personal safety as well as the safety of others and the protection of airport and customer property.

**DUTIES:**

* Fuel aircraft in accordance with industry standards and AV fuel quality control standards
* Marshal and tow aircraft
* Ensure aircraft are chocked, locked, and secure
* Provide aircraft lavatory and potable water service
* Load / unload baggage
* Assist pilots with aircraft pre- and post-flight services
* Top off fuel trucks and fill out proper fuel farm paperwork
* Operate ground support equipment (tugs, GPUs, forklift, snow plows, etc.)
* Customer service representative / front desk operations (answer phones, process transactions, provide directions, give correct change, daily opening and closing register procedures)
* Assist other departments as required including facility cleaning and other tasks as assigned
* Provide basic security to people and property
* Direct people, drivers, and flight crews on ramp area
* Other duties and tasks as required

***(REQUIREMENTS & HOW TO APPLY CONTINUED ON NEXT PAGE)***

**GENERAL REQUIREMENTS:**

* Must have and maintain a valid Ohio Driver’s License with an acceptable driving record
* One year work experience, customer service and/or aviation experience preferred
* High school Diploma or equivalent (GED)
* Strong interpersonal and communication skills, direct interface, via telephone, and in writing
* Must be available to work flexible hours – **Sundays required**
* Ability to make decisions with multiple objectives and act on them in a safe, efficient manner
* Follow oral and written directions; plan and complete assigned duties on a regular schedule
* Maintain good working relationships
* Ability to perform a variety of manual tasks including, but not limited to: facility cleaning, vehicle washing, groundskeeping, general cleaning and vacuuming, lawn mowing and yard maintenance, etc.
* Ability to work without direct management supervision
* Must be comfortable working outdoors, and in all weather conditions
* This position is FAA/DOT Safety Sensitive – employees must adhere to a drug free workplace policy

**PHYSICAL REQUIREMENTS:**

* Stepping up/down on ladders, stairs, vehicles, etc.
* Lift up to 75 lbs from ground level to waist & overhead while loading / unloading aircraft
* Bending and stooping to pick up tow bars and other equipment, up to 75 lbs
* Stooping below wings to chock aircraft
* Standing and walking for extended periods of time, running when required
* Good hand-eye coordination with good peripheral vision
* Frequent lifts or pulls of up to 75 pounds are normal and the physical requirements include stooping, kneeling, crouching, reaching, and handling.

*The Erie-Ottawa International Airport Authority provides Equal Employment Opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, genetic information, marital status, amnesty or status as a covered veteran in accordance with applicable federal, state, and local laws.*

**TO APPLY - PLEASE SEND A RESUME AND COVER LETTER TO THE AIRPORT DIRECTOR:**

**IN PERSON: 3255 E. State Road, Port Clinton, OH 43452**

**EMAIL:** [**director@portclintonairport.com**](mailto:director@portclintonairport.com)