

Job Title: FBO Line Service Technician	Department/Shop: NorthStar Jet
Reports To: Line Service Supervisor/FBO Asst. GM	Location: Missoula, MT
Supervisory Position: No	Travel Required: No

Position Summary: This position is responsible for servicing aircraft and providing exceptional customer service to passengers and flight crews. Primary responsibilities include fueling and towing all varieties of aircraft from Airlines to small General Aviation aircraft. Shuffling aircraft in and out of hangars, servicing aircraft, and providing quality authentic customer service are daily duties.

Essential Responsibilities:

- Towing, servicing, and fueling a wide variety of aircraft, including airlines.
- Operating fuel trucks and equipment, with attention to detail and ability to judge distance and depth perception well.
- Providing exceptional customer service and discretion with customers and flight crews.
- Work within a team or independently with minimal supervision.
- Perform cleaning duties and ramp duties, such as plowing snow and maintaining clean hangars.
- Perform a variety of manual tasks including but not limited to facility cleaning, vehicle washing, aircraft cleaning and vacuuming and marshalling of arriving and departing aircraft.
- Understand and practice safety procedures to prevent personal injury or damage to equipment.

Additional Job Duties and Responsibilities:

- Answering corporate telephone lines and making customer reservations.
- Ability to use computers and Microsoft Office products for emails, training, and light work requirements.
- Assist flight crew in loading /unloading luggage on to and off aircraft.

Knowledge, Skills, and Competencies:

- Ability to think analytically and be a problem solver.
- Ability to communicate effectively with customers and co-workers in a courteous and professional manner.
- Ability to work in a fast-paced environment managing fluctuation priorities.
- Ability to interpret a variety of instructions in written or oral form.
- High sense of integrity and reliability.
- Proficient personal computer skills including email, record keeping, routine database activity, word processing, spreadsheet, etc.

Required Qualifications:

Any combination equivalent to the following would provide the required knowledge, skills and abilities needed to qualify.

- High School Diploma or Equivalent Certificate.
- A current driver's license and able to qualify for Airport SIDA / Driving badge.
- Ability to work shift work, including nights and weekends.
- Ability to pass Federal background check and comply with industry required drug and alcohol testing measures (DOT).
- Depth perception (three-dimensional vision, ability to judge distances and spatial relationships).



Desired Qualifications:

- Previous experience in Fixed Base Operations (FBO) strongly preferred.

Physical Requirements and Working Conditions:

- Work assignments frequently require moderate to strenuous effort. Workers must climb, bend, stoop, crawl, and stand for prolonged periods on concrete or metal surfaces.
- Work may occur in confined spaces and in awkward positions.
- Manual dexterity sufficient to reach/handle items and work with the fingers.
- Vision should be 20/20 or corrected to 20/20 (with glasses/contacts/etc.) and excellent depth perception (three-dimensional vision, ability to judge distances and spatial relationships).
- Frequently lift parts and equipment that weigh up to 50-75 pounds. Heavier weights may be lifted with mechanical lifting devices or assistance from other workers.
- Work is performed in hangar areas, outdoors, and in hazardous noise areas. Workers are exposed to extremes in heat, cold, rain, wind, and other inclement weather.
- Dirt, dust, grease, and aircraft fluids are common in the work environment.

Additional Information:

This job description is not intended to be all – inclusive, and the employee will also perform other reasonably related duties as assigned by immediate supervisor/management to fulfill job function or as deemed necessary. Neptune Aviation Services Inc. reserves the right to revise or change position responsibilities as the need arises. This description does not establish a written or implied contract of employment.

Employee Signature: _____

Date: _____

Company Representative Signature: _____

Date: _____

Please email cover letter and resume to employment@neptuneaviation.com to be considered.