

<b>Job Title:</b> Aviation Line Lead Service Technician	<b>Department/Shop:</b> NorthStar Jet
<b>Reports To:</b> Line Service Supervisor/FBO GM	<b>Location:</b> Missoula, MT
<b>Supervisory Position:</b> Yes	<b>Travel Required:</b> No

**Position Summary:**

Line Lead organizes, structures, and provides daily line operations to Line Technicians. Responsible for supporting all FBO ramp operations for inbound and outbound aircraft, flight crews and passengers. Line Leads require the following attributes: *fundamental leadership qualities, good decision-making skills, adhering to all Company & FBO policies and procedures; strong interpersonal skills, working effectively with others, and assisting with training.* Additional duties are operating vehicles, equipment, towing and hangars operations, marshalling aircraft in proximity of people, and other line operations. Coordinates with Line Supervisor/GM for daily operational requirements and shift turnover. Ensures all safety measures are complied with to include the safety of others and protection of company and customer property at all times.

**Essential Responsibilities:**

- Fuel aircraft in accordance with ATA specifications 103 quality control standards.
- Tow, marshal, and park aircraft.
- Ensure aircraft are chocked, locked and secure.
- Aircraft lavatory and potable water service.
- Load/unload baggage.
- Assist pilots with aircraft pre and post flight ramp services.
- Fuel Operations: maintaining fuel farm inventory, topping-off fuel trucks, bulk fuel deliveries, aircraft fueling
- Operate ground support equipment in support of ramp operations.
- Assist other departments as required including facility cleaning and other tasks as assigned.
- Assist company with daily operations, safety and security to all employees, crews and passengers.
- Direct people, drivers, and flight crews on ramp area.
- Other duties and tasks as required.

**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.
- Assisting Line Supervisor with training
- Monitor and perform daily QC
- Assist with implementing safety programs

**Knowledge, Skills, and Competencies:**

- Team leadership skills, with the ability to inspire, mentor and work as a team.
- Strong organizational skills, attention to detail, ability to prioritize.
- 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.*

- A minimum year of Line Service experience preferred with exceptions.
- Supervisory or leadership experience preferred.
- Strong desire to learn and grow.
- Strong desire to work as a productive and positive team member.
- Excellent interpersonal skills
- High level of integrity and trustworthiness
- 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 and ramp 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: \_\_\_\_\_