

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

Position Summary:

The Line Service Technician is a customer service position that is responsible for supporting all FBO ramp operations for inbound and outbound aircraft, flight crews and passengers. Line Service Technicians require the following: good decision-making skills, the ability to follow company/department policy and procedures; flexibility in a dynamic working environment; as well as possessing good interpersonal skills. Your safety is important to us. The airport area is in a high noise environment, so use of proper protection equipment is required. Operating vehicles, towing and marshalling aircraft in proximity of people, equipment, hangars, and other aircraft requires extreme caution. Procedures must be followed to ensure your personal safety to include the safety of others and protection of company and customer property.

Essential Responsibilities:

- Fuel aircraft in accordance with ATA specifications 103 quality control standards.
- Marshalling all arriving and departing 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.
- Aircraft towing operations.
- Fueling Operations: General aviation ramp, airlines, ground service equipment, refuelers and fuel farm.
- 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 line 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.
- Snow removal.

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 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: _____