



TRI-CITIES AIRPORT AUTHORITY JOB DESCRIPTION

POSITION: AIRLINE SERVICES AGENT

Classification: Non- Exempt	Department: Airline Services
Reports to: Airline Services Manager	Effective Date:

JOB SUMMARY

Responsible for assisting with ramp and gate operations as needed, as well as loading/unloading of aircraft. This position is responsible for providing customer service to all customers, including scheduled or charter services.

ORGANIZATIONAL RELATIONSHIP

Reports to: Airline Services Manager

REPRESENTATIVE DUTIES AND RESPONSIBILITIES

- Operate ground service equipment.
- Marshal aircraft to and from gates.
- Load and unload baggage of various weight and dimensions to and from aircraft and applicable airport baggage areas. Provide proper handling of baggage requiring special care.
- Responsible for aircraft security searches and commissary security searches as required.
- Ensure ramp areas are safe and free of Foreign Objects Debris (FOD) and that all ground service equipment is properly maintained.
- Follow safety regulations, which include the proper use of ground service equipment and wearing proper safety items.
- Operate heavy, motorized machinery/equipment including, but not limited to tugs, tractors, belt loaders, bag carts, pushback tractors, deicers, etc.
- Perform aircraft interior cleaning as required.
- Stock aircraft and carts with necessary supplies as required, i.e. InFlight magazines and lavatory supplies.
- Service aircraft lavatories.
- Inventory tracking as required.
- Must be attentive to the customer's needs, politely handling their inquiries promptly, and completing the required transactions per company policy and procedures.
- Other duties as assigned

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Regular attendance is a requirement of the role.
- Ability to work in a confined area as well as the ability to crawl in and out of small spaces for extended periods of time.
- Ability to wear personal protective gear.
- Some travel may be a requirement of the role.
- Use verbal and written instructions to perform duties.
- Demonstrate good judgment and courtesy when dealing with the public, tenants, and Tri-



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Cities Airport Authority (TCAA) employees. Conduct proper two-way radio communication procedures in a professional manner with all personnel on TCAA frequencies.

- Subject to being called-in during non-scheduled hours to respond to any situation related to the responsibilities of the position, or any situation determined necessary by supervisor. Work schedules may include weekends and nights when assigned, and occasional overtime.
- Responsible for proper use and security of issued keys and ID badges that permit entry into secured areas of the airport. Shall be fully responsible for all issued uniforms, materials, and equipment.
- Maintain professional appearance and wear appropriate uniforms as directed by supervisor.
- Shall be prohibited from being under the influence of alcohol or drugs while on duty.

EDUCATION AND EXPERIENCE

- High school diploma or equivalent required.
- Possess valid driver license.
- Must be able to read and write effectively.
- Must be able to effectively verbally communicate.
- Ability to follow verbal and written directions.

WORKING CONDITIONS/ENVIRONMENT

- Job is performed inside and outside in a variety of climates. Occasional direct contact with adverse weather conditions.
- May be required to lift, push, pull, or carry up to 300 lbs. May be required to work various shifts/days in a 24-hour situation.
- Regularly required to stand, sit, talk, hear, see, reach, stoop, kneel, climb and use hands and fingers to operate various types of tools and equipment (i.e. hand trucks, carts, ramps, tugs, etc.).
- Exposure to heights, small spaces, extreme noise (i.e. airport with planes, vehicles, and other machinery), temperature, wind, and light fluctuations.
- May be exposed to high voltage components and risk of electrical shock hazards.
- Wear proper eye protection, hearing protection, gloves, safety vest, and personal protective equipment when required by specific duties. Obtain guidance from supervisor prior to performing any duty that may be unsafe or dangerous.
- Requires constant movement from one work location to another over uneven or inconsistent surfaces.

WORK SCHEDULE

This regular full-time position requires forty hours per week with a flexible/rotating schedule. Position is subject to callback in the event of an emergency or irregular operations.