

## **Position Contract For: Line Services Supervisor**

Reports To: C.O.O.

Results Statement: To assist the company in reaching its financial and strategic growth goals through efficient execution of all line activities maximizing profits, retaining customers and developing new customers.

### **Position Responsibilities**

#### ***Strategic Work***

1. Create and Maintain the Line employee Work Schedule 60 days in advance.
2. Assist in developing written procedures and checklists for each job function.
3. Plan and Perform Initial and Ongoing Training for all line employees to ensure efficient execution of all Line Processes
  - a. Customer Communication
    - i. Telephone
    - ii. In Person
    - iii. Write and mail thank you cards to line customers
    - iv. Follow inquire procedures for potential flight school customers
  - b. Flagging Aircraft
    - i. Guiding
    - ii. Parking
  - c. Vehicle Operation
    - i. Inspections prior to each shift
    - ii. Starting
      1. Jet Truck
      2. Avgas Truck
    - iii. Clearing inspections prior to moving truck
    - iv. Driving Each Truck
    - v. Parking Each Truck Prior To Fueling
  - d. Fueling Procedures
  - e. Fuel Farm Procedures

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- f. Spill Prevention
  - g. Spill Clean-Up
  - h. Tug Operations
    - i. Electric Tug
      - a. Knowledge of Systems
      - b. Securing Aircraft to tug
      - c. Movement of Aircraft
      - d. Disengaging aircraft
      - e. Parking Aircraft
    - ii. Gas Tug
      - a. Knowledge of Systems
      - b. Securing to Aircraft
      - c. Movement of aircraft
        - i. Minimum of two people moving aircraft with gas tug.
      - d. Disengaging Aircraft.
      - e. Parking Aircraft
  - i. Hangar Procedures
  - j. Facility cleaning procedures
  - k. Lav Cart Procedures
  - l. Oxygen Procedures
  - m. Safety
  - n. First Aid
  - o. Fire Prevention
  - p. Fire Procedures
  - q. Products, Services and Accessories Offered.
    - i. Maintenance and service products
    - ii. Pilot shop accessories and supplies
  - r. Dispatching flight school aircraft
  - s. Computer Operation
  - t. Process all customer purchase transactions
  - u. Bank Card, Cash and Check Procedures
  - v. Line shift checklists procedures
  - w. Close Out Procedures
  - x. Washing flight school and customer aircraft.
4. Act as Safety Coordinator
  5. Assists in Developing a Strategic Marketing Plan
  6. Contact new potential accounts and follow-up with existing accounts biannually to ensure 100% satisfaction.
  7. Recruit and assist in Hiring Line Personnel
  8. Create and maintain a positive environment where customers feel welcome and appreciated by line personnel.

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9. Ensure line employees offer to clean the windscreen at each refueling. Turbine customers are given the additional opportunity to receive a complimentary light vacuuming and leading edge cleaning.
10. Conduct weekly staff meetings.
11. Meet with the Operation Manager on a weekly basis.

***Tactical Work***

1. Complete all reports requested by management.
2. Monitor and report inventory levels (Fuel and Oil) as requested by management.
3. Work shifts as a line technician
4. Review the work schedule with all employees
5. Handle all employee scheduling conflicts
6. Train all Line Employees
7. Hold regular training meetings
8. Evaluate and monitor job performance of all Line Employees
9. Participate in the company safety program and meetings.
10. Execute the Strategic Marketing Plan
11. Ensures all dailies are accurate and money is accounted at the close of each day.
12. Report on fuel quantities weekly.

**Standards**

***Position Standards***

- 100% satisfied customers who get a minimum of what they want every visit.
- A positive environment exists where customers feel welcome and appreciated by all line personnel.
- All Walk In Customers and fly-in customers are Promptly greeted and welcomed with enthusiasm.
- Line Sales and Profit Goals are met
- A trained line employee is always available to work each shift
- All Transient Aircraft come to Leading Edge
- Telephone calls are answered by the third ring and company scripting is followed with enthusiasm
- Fuel trucks never run out of fuel and fuel trucks topped off nightly.
- There are no accidents of any kind



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- No Bodily Injury Accidents
- No Damage to aircraft
- No Damage To company equipment-property or equipment-property belonging to others
- No Fuel Spills
- No Fires or accidents of any kind not mentioned.
- Additional services and accessories are offered to all customers during every visit.
- Line employees offer to clean the windshield at each refueling. Turbine customers are given the additional opportunity to receive a complimentary light vacuuming and leading edge cleaning.
- Line employees go the extra mile for all customers every time.
- Leading Edge is always acquiring new line customers because of on going efforts by the line supervisor and line personnel.
- All dailies are accurate and money is accounted at the close of each day.

***Company Wide Standards***

- 100 % Satisfied Customers
- No Accidents
- All employees are excited with positive attitudes
- All laws are always followed.
- Company policies are followed

**STATEMENT OF POSITION HOLDER:**

I accept the accountabilities of this position and agree to produce the results, perform the work, and meet the standards set fort in this position contract.

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Signature date

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Printed/Typed Name