

## Position Contract For: Line Services Technician

Reports To: Line Services Supervisor

Results Statement: To get and keep customers and maximize sales through efficient execution of all line activities.

### Position Responsibilities

#### *Tactical Work*

1. Report to work on time and be ready to work prior to the start of all assigned shifts.
2. Be Knowledgeable of and Perform All Line Processes
  - a. Customer Communication
    - i. Telephone
    - ii. In Person
  - 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
  - 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

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- 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. Lav Cart Procedures
  - k. Oxygen Procedures
  - l. Safety
  - m. First Aid
  - n. Fire Prevention
  - o. Fire Procedures
  - p. Products, Services and Accessories Offered.
  - q. Computer Operation
  - r. Bank Card, Cash and Check Procedures
  - s. Close Out Procedures
3. Monitor radio and flag all transient aircraft.
  4. Monitor and report inventory levels (Fuel and Oil) as requested by management.
  5. Create and maintain a positive environment where customers feel welcome and appreciated by line personnel.
  6. Attend line staff meetings.
  7. Write and mail Thank You Cards to all customers you serviced during your shift.
  8. Wash flight school aircraft as needed.
  9. Wash customer aircraft per maintenance request.
  10. 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.
  11. Clean facilities during and after your shift per checklists.
  12. Perform and complete Line shift checklists.
  13. Assist customers in the Pilot Shop.
  14. Dispatch Aircraft to flight school customers.
  15. Assist flight instructors with flight school customer inquiries.
  16. Ring up customer's purchases.

## Standards

### *Position Standards*

- 100% satisfied customers who get a minimum of what they want every visit and keep coming back to Leading Edge.
- All Walk in Customers and fly-in customers are promptly greeted and welcomed with enthusiasm.
- Employee maintains a positive attitude and works constantly during his/her 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 are topped off per company policy.
- There are no accidents of any kind
  - 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 windscreen at each refueling. Turbine customers are given the additional opportunity to receive a complimentary light vacuuming and leading edge cleaning.
- Employee always goes the extra mile for all customers every time.
- Leading Edge is always acquiring new line customers because of the ongoing efforts of line personnel.
- All records are accurate and money is accounted for at the end of each shift.

### *Company Wide Standards*

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



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**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