



Job Description Title: Line Service Technician
Division/Department: ABI Flight Operations Department
Location: Kissimmee
Reports to: Manager of Flight Standards
Work Schedule: 7:00 a.m. to 3:00 p.m.
Typically Monday through Friday
Must be able to be flexible for weekends and overtime on an as needed basis.
Exemption Status: Exempt

Summary of duties and responsibilities:

This Line Service Technician is a customer service oriented position. This position involves daily contact with customers and co-workers in a situation that requires a positive attitude, tact and courtesy at all times. The individual performs many duties:

Primary duties and responsibilities:

- Ensuring a safe ramp environment at all times
- Deliver a proactive, personalized experience to academy personnel and customers
- Fueling and servicing aircraft in a safe and efficient manner
- Provide aircraft services, including marshaling, hangar storage, towing and other ground support.
- Washing and maintaining aircraft cleanliness
- Perform basic landscaping and maintenance duties, including spraying for weeds
- General cleaning and clearing of debris from aircraft, ramp, building and customer areas
- Accurately calculating, recording, and reporting fuel transactions and fuel levels daily
- Checking fuel tanks and trucks daily and record findings
- Performing quality-control checks on equipment and reporting defective parts/equipment
- Maintaining all equipment in a clean and functional condition
- Assist maintenance/other departments when requested
- Additional responsibilities may include providing shuttle service for flight crews as required

Education, prior work experience, and specialized skill and knowledge:

Pan Am will provide a thorough training program to ensure that all employees meet and exceed the highest levels of safety and customer service. Prospective applicants simply need a strong sense of safety and customer service to apply. As a minimum requirement, each applicant must possess the following:

- High school diploma or GED certificate
- Be at least 18 years of age
- A valid state driver's license and meet the company's insurability requirements
- The ability to work in a time-sensitive, team-oriented environment
- Mathematical skills needed to calculate weight, measurement, and volume

Physical environment/working conditions:

Typically outdoors, in and out of vehicles, and occasional indoor duties as well.

May have some medium lifting required up to 100lbs. May require prolonged periods of sitting, standing walking, bending, climbing and stooping.

Equipment/machinery used:

Fuel Trucks, Vehicles, Fuel Storage Tanks, Tools for assigned jobs such as; power washer, vacuum, handheld tools, painting equipment and other assigned tools.

I have read and understand the duties outlined in this job description.

Employee Signature

Supervisor Signature

Employee Printed Name

Supervisor Printed Name

Date Signed

Date Signed