



Line Service Supervisor

Objective

The line service supervisor is responsible for providing efficient service for all internal and external customers by using excellent, in-depth knowledge of company procedures and proper ground handling of aircraft as well as communicating effectively with customers, pilots, and team members within the customer service department.

Responsibilities and Duties

1. Managing aircraft movement, placement, fueling, storage, prioritizing hangar space and arrangement, manage arrivals and departures, damage prevention, and F.O.D awareness
2. Fuel management – including monitor of fuel inventory, quality control and reconciliation of load receipts
3. Reviewing daily check and ensuring the upkeep of crew cars and vehicles
4. Communication with Line Services in daily meeting
5. Supervise the Line Service shift, conducting performance evaluations, provide training assistance, making hiring suggestions and ensuring safety standards are maintained
6. Oversee facility maintenance and upkeep
7. Customer service, promotion of services
8. Daily, weekly, and monthly crew meetings
9. Annual re-current training facilitation and coordination

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Competencies

1. Customer focus-naturally outgoing/extroverted
2. Communicate with customers and employees in person, on phone, and through radio communications
3. Must be able to operate a motor vehicle and be insurable by our insurance company (Requires clean driving record)
4. Strong computer skills including Microsoft office products
5. Basic mathematical knowledge
6. Bi-lingual preferred

Reporting Relationship

This position reports to the Line Service Manager

Work Environment

This position works outside in all types of weather conditions and direct contact with both moving and non-moving aircraft. This position may be exposed to hazardous noise levels, chemicals, fumes, and machinery.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job, to include but not limited to:

1. Must be able to lift 75 pounds
2. Possible exposure to hazardous noise levels, chemicals, fumes, and machinery
3. Outside work in all types of weather conditions
4. Position may require bending, lifting, walking, stooping, squatting, gripping, and climbing a ladder

Position Type and Expected Hours of Work

This is an exempt position

This position includes shift work which requires working evenings and weekends, and on scheduled company holidays.

Travel

No travel is expected for this position.

Education, Experience, and Eligibility Qualifications

1. Minimum three (3) years line service experience including fuel management and supervisory duties (1 – 2 years for Lead Position) or equivalent
2. High School Diploma
3. Ability to work evenings, weekends, and holidays
4. Acceptable driving record
5. Ability to pass a background check
6. Zero tolerance drug free employer includes pre-employment and random screening

AAP/EEO Statement

Million Air is an Equal Opportunity/Affirmative Action Employer/Protected Veteran/Disabled

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this position. Duties, Responsibilities, and activities may change at any time with our without notice.

DATE: _____ / LOCATION: _____

SIGNATURE: _____

PRINTED NAME: _____