



ERIE-OTTAWA INTERNATIONAL AIRPORT

KPCW | CARL R. KELLER FIELD

3255 E. STATE ROAD PORT CLINTON, OHIO 43452 | 419-734-6297 | PORTCLINTONAIRPORT.COM

JOB DESCRIPTION - LINE SERVICE TECHNICIAN

JOB TITLE:	LINE SERVICE TECHNICIAN / CUSTOMER SERVICE REPRESENTATIVE
DEPARTMENT:	OPERATIONS
REPORTS TO:	AIRPORT DIRECTOR
SCHEDULE:	PART-TIME (min 24Hrs/month - max 30Hrs/week) + ROTATING ON-CALL WEEKEND WORK REQUIRED
LOCATION:	3255 E. STATE ROAD, PORT CLINTON, OH 43452
SALARY:	\$16.00 - \$18.00 / HR (STARTING) INCREASES BASED ON PROBATIONARY PERIOD BENCHMARKS.

ABOUT US: At Erie-Ottawa International Airport we strive to build a team that understands working together, under the following principles, helps us to ensure a safe and productive airport environment and an enjoyable experience for our customers, the public, and our employees. As public servants stewarding a critical public asset, we work hard and reward hard work, always keeping the public trust and good at the core of what we do. We want to “hire to retire” and seek committed public service, safety, and community-minded team members to join us for a long and rewarding career.

We offer a competitive benefits package including on-the-job training, industry-leading certifications, uniforms, Ohio Public Employee Retirement System (OPERS), and more!

VISION STATEMENT

Connecting people to Ohio’s north coast through an exceptional general aviation airport experience.

MISSION STATEMENT

The Erie-Ottawa Regional Airport Authority strives to operate, develop, and maintain the Erie-Ottawa International Airport with a commitment to enhancing quality of life throughout the community by providing a world-class airport and aviation facilities to meet the needs and exceed the expectations of our community & visitors, and to be a force-multiplier for economic, education, and community development in the region.

VALUES “KPCW CARES”

Knowledge

Collaboration

Professionalism

Accountability

Commitment to safety & service

Respect for one another, customers, & community

Welcoming

Ethics

Stewardship of financial, social, and environmental resources



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SUMMARY: The Line Service Technician is a customer service and maintenance roll responsible for supporting all airport ground operations. **Line Service Technicians have excellent customer service and interpersonal skills, a strong safety mindset, a teamwork attitude, good decision-making skills, the ability to follow stated procedures and guidelines, flexibility in a dynamic, fast-paced work environment, and willingness to learn, to take direction, and to teach others (once proficient).** This role is best for a self-motivated individual who can work independently to prioritize tasks and as a team to accomplish overall goals. Your safety is important. Line Service Technicians work with fuels and other flammable and hazardous materials. As such, proper procedures must be followed. The airport is a high noise environment and use of proper protective equipment is required. Operating vehicles and moving aircraft in proximity of people, buildings, and other aircraft requires extreme caution. Procedures must be followed for your personal safety as well as the safety of others and protection of airport and customer property.

ESSENTIAL DUTIES & RESPONSIBILITIES:

- Maintain and exhibit strong knowledge of proper safety and security procedures
- Maintain and exhibit strong situational awareness with self-motivation to identify & complete needed actions
- Follow oral and written directions
- Plan and complete assigned duties and training in allotted time periods
- Maintain good working relationships
- Frequent use of two-way radios and telephones to communicate effectively
- Ability and willingness to use various technologies to enhance operations (computers, tablets, etc.)
- Perform daily and monthly safety inspections on airfield systems, vehicles, and equipment
- Maintain vehicles & equipment in safe and proper working order (change fluids, minor repairs, etc.)
- Escort and / or direct people, drivers, and flight crews on airport operations area to ensure safety
- Assist with daily fuel farm inspections including performing pre-loading and quality control inspections
- Fuel aircraft in accordance with industry standards and aviation fuel quality control standards
- Marshal, park, greet, tow, wing-walk, and provide various services to general aviation aircraft
- Ensure aircraft are chocked, locked, and secure
- Provide aircraft lavatory and potable water service
- Assist pilots with pre- and post-flight services
- Maintain adequate fuel supply levels and complete proper and accurate fueling paperwork
- Operate ground support equipment (tugs, GPUs, forklift, pickup trucks, cars, snow plows, etc.)
- Provide excellent customer service & front desk operations (answer phones, process transactions, give directions, give correct change, daily opening and closing procedures)
- Maintain airport grounds and buildings (mowing, weed trimming, spraying, sweeping, moping, etc.)
- Must be physically present to work as a member of the team serving customers, visitors, and staff who may need unscheduled assistance. Flexibility with work schedules is required as is the ability to work in changing weather conditions. Weekends required to supplement FT airport staffing.
- Other duties and tasks as assigned



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COMPETENCIES:

- **Attendance / Dependability / Reliability:** Punctual and adheres to the established work schedule; follows prescribed work break / meal periods. Can be counted on to complete work on schedule.
- **Care of Equipment and Public Property:** Maintains a neat work area; cares for airport equipment; utilizes preventative maintenance; has working knowledge of the proper equipment use and maintenance.
- **Communication:** Communicates well both verbally and in writing, has good listening skills.
- **Computer Skills (Basic):** General knowledge of concepts and terms, file management, document processing, use of basic presentation and spreadsheet software, use of email to communicate.
- **Customer Service / People / Interpersonal Skills:** Effective in maintaining harmonious working relationships with co-workers, supervisors, customers, and the public; interested, dedicated, and enthusiastic toward work and helping others; builds strong relationships, is flexible / adaptable, works well with others, solicits feedback; ability to deliver a personalized service experience.
- **Initiative / Creativity:** Ability to ask relevant questions and display self-directed learning; seeks out new assignments and assumes additional duties, when necessary, without prompting; proposes ideas and new and better ways of doing things.
- **Job Knowledge:** Application of skills, training, abilities and / or related experience to the performance of specific job duties and responsibilities; demonstrates knowledge of a particular field; demonstrates learning ability and versatility.
- **Math Skills (Basic):** Use basic math skills to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals; ability to compute rate, ratio, and percent and to draw and interpret bar graphs; basic use of 10-key calculator.
- **Independence / Quality of Work:** Observance of high standards and thoroughness in work procedure; accuracy and attention to detail; the degree of work accomplished with little or no direct supervision; ability to make safe and efficient decisions during high activity times.
- **Professional Appearance:** Must maintain a professional appearance.

SUPERVISION RECEIVED & EXERCISED: Receives direction from the Airport Director, Lead Line Service Technician, or other higher level supervisory or management personnel. Exercises supervision (as directed by the Airport Director only) of Airport Operations Interns.

WORKING CONDITIONS: While performing the duties of this job, the employee is regularly exposed to work near moving mechanical parts; high, precarious places; fumes or airborne particles; toxic or caustic chemicals; outside weather conditions; risk of electrical shock and vibration. The noise level in the work environment can be very loud when working around aircraft and operating engines.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.



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PHYSICAL REQUIREMENTS: While performing the duties of this job, the employee is regularly required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl; talk or hear. The employee must frequently lift and / or move up to 75 pounds and occasionally lift and / or move up to 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

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

MINIMUM & PREFERRED QUALIFICATIONS: Must be self-motivated to learn and apply knowledge. Must have excellent customer service / people skills and intuition. Must have basic knowledge of aircraft engines and fuel types and full working knowledge of FAA safety and fire regulations, or obtain within 90 days of employment. Must successfully complete the airport's Line Service Technician onboarding / training program, including National Air Transportation Association Safety 1st program and State of Ohio BUSTR Class A, B, and C Operator Training, within six months of employment and maintain certifications as required by the airport or issuing authority. Must have the ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form, and to deal with problems involving several concrete variables in standardized situations. This position is FAA/DOT Safety Sensitive – employees must adhere to a drug-free workplace policy.

Education / Professional Certifications

- High School Diploma or General Education Degree (GED)
- At least six months of related aviation or customer service experience

Driver's License Requirements

- Must possess and maintain a valid Ohio Driver's License with an acceptable driving record, and remain insurable under the Airport's insurance throughout employment.

Machines Tools & Equipment:

- Must be able to operate: fire extinguishing equipment, tow bars and tugs, various hand tools, radios, ground power units, fuel trucks, tractors, and other vehicles, small engine equipment such as pressure washers, leaf blowers, weed trimmers, and pumps, computers (basic), and fuel quality control testing equipment.

Language Skills

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Disclaimer: This job description is meant to reflect the general nature and level of work being performed. It is not intended to be construed as an all-inclusive list of job requirements; other duties as assigned may be required. This job description does not restrict management's right to revise or change job duties as the need arises.



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Erie-Ottawa Regional Airport Authority, owner and operator of the Erie-Ottawa International Airport, provides Equal Employment Opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state, and local laws.

Employee Signature & Date:	
Supervisor Signature & Date:	

TO APPLY PLEASE SEND A RESUME AND COVER LETTER TO THE AIRPORT DIRECTOR:

IN PERSON: 3255 E. State Road, Port Clinton, OH 43452

EMAIL: director@portclintonairport.com