

AIRLINE RAMP AGENT

LLC

Created: August 9, 2019

Unit: None

Classification: Non-Exempt

Status: Part Time

Reports to: Ground Handling and Passenger Services Supervisor

Supervises: None

SUMMARY

Under the direction of the Ground Handling and Passenger Services Supervisor, the Airline Ramp Agent performs all ground operations and area baggage services for an airline.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The list of duties and responsibilities is not all inclusive and may be expanded to include other duties and responsibilities as management may deem necessary from time to time.

1. Processes passenger baggage from counter to aircraft and from aircraft to loading bridge and/or baggage carousel, operating Ground Service Equipment. Loads and unloads passenger baggage from aircraft in accordance with company and airline policy and procedures.
2. Safely and accurately positions loading bridges for passenger enplanement and deplanement.
3. Operates Ground Service Equipment to push back and tow aircraft.
4. Safely marshals aircraft into designated aircraft aprons.
5. Performs aircraft lavatory service in accordance with company procedures utilizing airline lav cart.
6. Deices aircraft as needed.
7. Completes required paperwork and logs for each flight in a timely manner.
8. Complies with all FAA, airline and airport regulations.
9. Complies with and enforces safety/security measures and protects sensitive zones.
10. Maintains ramp area, building and equipment in a safe, clean and presentable condition.
11. Assists customers with bag claims.
12. Responds to customers' questions and comments in a courteous and timely manner.

OTHER DUTIES

1. Occasionally assists with check-in procedures as needed.
2. Occasionally assists with ticket sales as needed.
3. Occasionally assists with gate procedures as needed.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education, Experience and/or Training

- Graduation from high school or possession of a GED.

Required Knowledge, Skills and Abilities

- Knowledge of computer systems and ability to utilize related software to track aircraft, assist with bag claims and complete required training.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals.
- Ability to communicate effectively in order to interact with customers, tenants and other employees of the organization.
- Ability to perform in a fast pace work environment while maintaining a professional and effective approach to high-stress situations.
- Ability to work varied hours, including nights, weekends and holidays.
- Ability to add, subtract, multiply and divide in all units of measure, using whole numbers.

Required Special Qualifications

- Ability to pass a post-employment offer physical examination, including drug screen and back function test.
- Ability to pass a background investigation to obtain unescorted Airport Identification/ Access privileges.
- Ability to operate a vehicle and possession of a driver's license valid in the State of Illinois.

Physical Demands and Work Environment

See attached position requirements.

What are the physical activities of this position? (Please check ALL that apply.)

☒ **CLIMBING:** ascending or descending ladders, stairs, scaffolding, ramps, poles and the like, using feet and legs and/or hands and arms. Body agility is emphasized. This factor is important if the amount and kind of climbing required exceeds that required for ordinary locomotion.

☒ **BALANCING:** maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or erratically moving surfaces. This factor is important if the amount and kind of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.

☒ **STOOPING:** bending body downward and forward by bending spine at the waist. This factor is important if it occurs to a considerable degree and requires full use of the lower extremities and back muscles.

☒ **KNEELING:** bending legs at knee to come to a rest on knee or knees.

☒ **CROUCHING:** bending the body downward and forward by bending leg and spine.

☒ **CRAWLING:** moving about on hands and knees or hands and feet.

☒ **REACHING:** extending hand(s) and arm(s) in any direction.

☒ **STANDING:** particularly for sustained periods of time.

☒ **WALKING:** moving about on foot to accomplish tasks, particularly for distances.

☒ **PUSHING:** using upper extremities to press against something with steady force in order to thrust forward, downward or outward.

☒ **PULLING:** using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.

☒ **LIFTING:** raising objects from a lower to a higher position or moving objects horizontally from position to position. This factor is important if it occurs to a considerable degree and requires the substantial use of the upper extremities and back muscles.

☐ **FINGERING:** picking, pinching, typing or otherwise working primarily with fingers rather than with the whole hand or arm as in handling.

☒ **GRASPING:** applying pressure to an object with the fingers and palm.

☐ **FEELING:** perceiving attributes of objects such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.

☒ **TALKING:** expressing or exchanging ideas by

means of the spoken word. Those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.

☒ **HEARING:** perceiving the nature of sounds with no less than a 40 db. Loss @ 500 HZ, 1000 Hz and 2000 Hz with or without correction. Ability to receive detailed information through oral communication and to make fine discriminations in sound such as when making fine adjustments on machined parts.

☒ **REPETITIVE MOTIONS:** substantial movements (motions) of the wrists, hands, and/or fingers.

What are the physical requirements of the position? (Check ONE.)

☐ **SEDENTARY WORK:** exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

☐ **LIGHT WORK:** exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

☐ **MEDIUM WORK:** exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

☒ **HEAVY WORK:** exerting up to 100 pounds of force occasionally and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.

☐ **VERY HEAVY WORK:** exerting in excess of 100 pounds of force occasionally and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects.

What are the visual acuity requirements including color, depth perception and field of vision? (Check ONE.)

☐ **MACHINE OPERATORS (including inspection), INSPECTION, CLOSE ASSEMBLY, CLERICAL, ADMINISTRATIVE:** this is a minimum standard for

use with those whose work deals largely with preparing and analyzing data and figures, accounting, transcription, computer terminal, extensive reading, visual inspection involving small defects, small parts, operation of machines (including inspection), using measurement devices, assembly or fabrication of parts at distances close to the eyes.

☐ **MACHINE OPERATIONS (without inspection), MECHANICS, SKILLED TRADESPEOPLE:** this is a minimum standard for use with those whose work deals with machines such as lathes, drill presses, power saws and mills where the seeing job is at or within arm's reach. Also, mechanics and skilled tradespeople and those who do work of non-repetitive nature such as carpenters, technicians, service people, plumbers, painters, etc.

☒ **MOBILE EQUIPMENT OPERATORS:** this is a minimum standard for use with those who operate cars, trucks, forklifts, cranes, and high lift equipment.

☐ **OTHER:** this is a minimum standard based on the criteria of accuracy and neatness of work for janitors, sweepers, etc.

What are the conditions the worker will be subject to in this position? (Check ALL that apply.)

☐ The worker is subject to inside environmental conditions; protection from weather conditions but not necessarily from temperature changes.

☒ The worker is subject to outside environmental conditions; no effective protection from weather.

☒ The worker is subject to both environmental conditions; activities occur inside and outside.

☒ The worker is subject to extreme cold; temperatures below 32 degrees for periods of more than one hour.

☒ The worker is subject to extreme heat; temperatures above 100 degrees for periods of more than one hour.

☒ The worker is subject to noise; there is sufficient noise to cause the worker to shout in order to be heard above the ambient noise level.

☐ The worker is subject to vibration; exposure to oscillating movements of the extremities or whole body.

☒ The worker is subject to hazards; includes a variety of physical conditions such as proximity to moving mechanical parts, electrical current, working on scaffolding and high places, exposure to high heat or exposure to chemicals.

☒ The worker is subject to atmospheric conditions; one or more of the following conditions that affect the respiratory system or the skin; fumes, odors, dusts, mists, gasses or poor ventilation.

☐ The worker is subject to oils; there is air and/or skin exposure to oils and other cutting fluids.

☐ The worker is required to wear a respirator.

☐ None; the worker is not substantially exposed to adverse environmental conditions (such as in typical office or administrative work).

Does your job require you to work outdoors?

☒ Yes ☐ No

If yes, describe duties including when and how often.
Loading and unloading baggage deicing planes.

Environmental Conditions: please check types/levels.

☒ Noise Levels

☒ Chemicals

☒ Fumes

☒ Lighting

☒ Temperature

☒ Floor texture (including slippery surfaces)

☐Dust

☒Clothing

☒Safety equipment

☒Hazards

Do you work with or around dangerous equipment or devices that could injure you or others in your area?

☒Yes

☐No

If yes, please explain: Ramping Equipment close quarters ramp operations.

Does your job require you to work nights, weekends or non-regular hours?

☒Yes

☐No

If yes, please explain: 24/7 operations

Are you required to travel on business?

☐Yes

☒No

If yes, please explain. What methods of transportation are used? How frequently?
