



3239 North Green Bay Road, Racine, Wisconsin, 53404

FBO (Fixed Base Operator) Line Service Operations Lead/Manager, 1 full-time position

Imagine yourself managing a team at the largest privately owned, public use airport in the United States. Batten Airport is located on over 450 acres and provides services to corporate, business, and private aircraft.

If you have at least 2-3 years of line service experience and are looking to advance, Batten Airport would like you to consider joining our team of professionals. The Airport is actively pursuing growth opportunities, and the Line Service Operations Manager is a key position within our organization with a wide range of responsibilities.

This position allows you to manage and coordinate with team members to ensure clients receive exception service, safety is top-of-mind, training is regularly facilitated, fuel quality control is adequately performed and recorded, invoicing is correctly generated, and aircraft are handled with utmost care.

Consider joining our team if you have experience handling aircraft at other FBO's, have a strong service-oriented mind, and are looking for a long-term career.

Responsibilities include, but not limited to:

- Problem solving is a core competency. The Operations Lead/Manager must be able to work with other departments to resolve issues related to customers, service issues and other aspects that relate to the FBO.
- Serves as the primary contact for the Line Service Department to recruit and interview applicants for Line Service department and completes new hire paperwork.
- Manages and completes performance reviews and disciplinary actions in a timely manner and within scheduled timelines established by the FBO leadership team.
- Maintains training records; work with leadership to ensure compliance with regulatory and company training requirements.
- Perform all responsibilities of a line service technician at a high level to include marshaling, towing, fueling, aircraft services and other required tasks. Anticipate the needs of pilots & passengers.
- Track inbound and outbound aircraft with customer service to ensure aircraft are handled without delay.
- Answering phones, running credit card transactions utilizing Atlas point of service processing system, and overseeing quality control paperwork on all fuel-related items.
- Coordinates with management, other departments, manufacturers, vendors, and customers in matters of overriding importance.
- Motivates and encourages all staff to provide the highest safety and service levels with effective follow-up when standards are not met.
- Orders and sets fuel pricing.
- Conducts weekly, monthly safety meetings.
- Maintains personnel schedules and adjusts as necessary.
- Guiding force of knowledge, friendliness, approachability, and mentor to team
- Assumes additional responsibilities and is self-initiating with enthusiasm.
- Regular and prompt attendance is required. The Operations Lead/Manager must lead by example and ensure communication is maintained.
- Interacts with others in a professional and respectful manner. Attention to detail is required.

- Oversee fuel quality control inspections including daily, monthly, and quarterly checks to include all applicable paperwork, inspection, license compliance requirements. Airport is a Titan-branded FBO.
 - Attend fuel management continuing education provided by Titan Fuels.
 - Obtain Wisconsin Class A/B Operator Training for our underground fuel farm.
 - Observe and look for ways to maximize sales and reduce costs.
 - Assist with after-hours support, a shared responsibility amongst all team members.
 - Watch the weather and make appropriate decisions when adverse weather is approaching to ensure employees and customers remain safe.
 - International Trash incineration with appropriate badge requirement: coordination of trash pickup with appropriate vendors and staff.
 - Proficiency in Word and Excel, arithmetic, calculator.
- **Candidate must understand and ensure compliance with the following:**
 - ATA-103: Fuel Quality Control Standard
 - NFPA 407 – Standard for Aircraft Fuel Servicing
 - NFPA 409 – Standard on Aircraft Hangars
 - AC 150/5230-4B – FAA Aircraft Fuel Storage, Handling, Training and Dispensing
 - AC150/5200-18D – FAA Airport Safety Self-Inspection
 - NOTAM issuance

Qualifications:

- Valid Driver's License
- Minimum of three (3) to five (5) years of line service supervisor or management experience
- Ability to remain calm under pressure and be adaptable to change on a constant basis.
- Aptitude in supervising and developing staff.
- Potential for job growth to include increased salary and additional responsibilities.

Working Conditions: Requires both working indoors and outdoors, with exposure to nature's elements. Also, regular exposures to noise, exhaust fumes and fuel vapors, and fuel to skin contact.

Safety Statement: All employees have a responsibility to co-operate in promoting and maintaining a safe and healthy working environment and to take reasonable care of their own health and safety at work and that of all other staff. The above statements are intended to describe the general nature and level of the work being performed by individuals assigned to this job; they are not an exhaustive list of all associated duties and responsibilities.

We are proud to be an EEO/Females/Minorities/Veterans/Disabled employer.

We maintain a drug-free workplace and perform pre-employment substance testing. Batten Field believes that the best people create the best workplace, and in return offers competitive pay and an extremely generous benefits package including employer funded 401K contribution plan - after one year of service- immediate medical, vision, dental, life, health reimbursement arrangement, and paid time off.

If interested, please send a full resume with cover letter referencing the above job opportunity to:

Tamara Sandberg
 RAC Batten Field Airport Director
tsandberg@battenairport.aero

