



BATTEN INTERNATIONAL AIRPORT
3239 N. Green Bay Road, Racine, WI, 53404

Position: FBO Line Service Technician

Job Type: Full-time/ Part-time

Full Job Description

Imagine yourself working at the largest privately owned, public use airport in the United States. Batten Field Airport is located on over 450 acres and provides services to corporate, business and private aircraft. The ideal candidate(s) must be outgoing, self-motivated, organized, detail oriented and above all, safety conscious to ensure the airport operates at the highest level of safety and exemplary customer service is always extended.

Safety and Service drive Success!

Overview

Line Service Technicians must be well-rounded people who enjoy interacting with customers, have an **interest in aviation** and enjoy focusing on the details of everyday tasks. Technicians must also be able to learn and adapt quickly to a constantly changing environment. Clear communication is vital amongst team members and customers.

Essential Duties & Responsibilities

- Assist customers (passengers & pilots) with their needs to include luggage, ground transportation, accommodations, and any special requests customers may have.
- Greet all customers with a warm welcome and proactively assist all passengers and pilots.
- Act and perform in a safe and efficient manner. Be aware of the surroundings and comply with all FBO and Airport policies and procedures. Perform all training as required by Line Service Manager and/or Lead.
- Perform a variety of services including marshaling, refueling aircraft, GPU services, towing aircraft, lavatory and water service, wing-walking, etc.
- Track inbound and outbound aircraft with customer service to ensure aircraft are handled without delay.

- Communicate effectively with team members to ensure accuracy of orders and then execute.
- Anticipate the needs of pilots and passengers.
- Perform daily fuel truck, fuel farm, and GSE inspections. Report issues to Line Service Lead or Manager.
- Escort customers and vendors on airport grounds to ensure safety compliance.
- Flexibility with work schedules is required as well as the ability to work in ever-changing weather conditions.

Other Duties and Responsibilities

- Assist Customer Service with answering phones, running credit card transactions, assisting passengers with rental cars and hotel reservations, ground transportation in FBO vehicle, and placing catering orders.
- Watch the weather and make appropriate decisions when adverse weather is approaching to ensure employees and customers remain safe.
- Assist with after-hours support, a shared responsibility amongst all team members.
- Assist with any other tasks as required by the Lead or Manager.

Minimum Job Requirements

High School Diploma or GED required.

Two years of customer service experience is preferred paired with a strong technical aptitude. Prior aviation experience is preferred.

Physical Requirements

Good physical health is important to perform well as a line service technician.

Responsibilities may include:

- Climbing, crawling, stooping, and kneeling to perform aircraft service activities.
- Sitting, standing, walking, or running to perform aircraft duties.
- Lifting heavy objects and long work periods without a break may occasionally be required.
- Exposure to dirt, fumes, noise, temperature extremes and high workplaces.

Benefits

Based on your status of full-time or part-time, you *may* be eligible for:

- Health Insurance *Dental Insurance *Vision Insurance *Life Insurance
- Health Reimbursement Allowance *Company profit share and/or 401K
- Uniforms *Ability to swap shifts with another employee for coverage

Salary: \$18.00 - \$18.00 per hour

Signature infers you can meet all demands of the job description

Signature:

Date:
