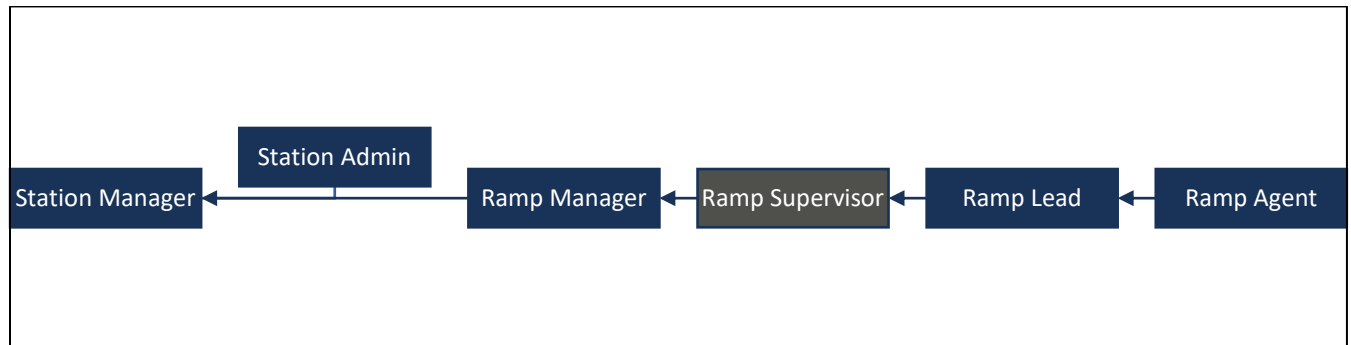
	Standard Job Description	
	Ramp Supervisor	Revision: 1.0
	Number & Series: 5003 – Ramp Supervisor	Date: 01APR2020
	Approved By: S. Slattery	OI Date: 01APR2020

Ramp Supervisor

Reporting Structure




Job Purpose

Work closely with Ramp or Station Manager and delegates duties and responsibilities to Leads and Agents. Tasks assigned to staff are within their scope of understanding and have completed training according to FLI procedures. Demonstrates knowledge and key performance indicators of proper ramp usage, safety, security. Demonstrates leadership skills, leading by example, being compliant with training, coaching staff on proper procedure, etc. Supervisor must have planning skills and be responsible to assist with scheduling ramp agents. Assist Ramp Manager by overseeing, coordinating and participating in all activities related to ramp operations, duties and responsibilities. Makes operational decisions based on current operational needs and on time departure requirements.

Job Duties

- Supervise operations of the ramp to meet on time performance goals for customer/airlines. Oversee employee scheduling and staff development ensure compliance with company/airport/TSA procedures in a safe and professional manner.
- Supervise the loading, unloading and transport of customer baggage and freight, the servicing of aircrafts, towing aircraft, the proper use and maintenance of ground service equipment and other duties as assigned.
- Must possess required knowledge, skills, abilities and experience and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.
- Acts as liaison between the Manager(s), Agents, and Leads.
- Conducts the pre-operation safety brief
- -Ensures that the pre-arrival, and pre-departure FOD walks are conducted
- Ensures that the post arrival, and pre-departure walkaround checks are conducted on the aircraft.
- Verifies the load is in accordance with the load plan acts as the Supervisor of Aircraft Loading (SAL).
- Monitors the operation to ensure all procedures are being conducted in accordance with standard operating guidelines.

	Standard Job Description	
	Ramp Supervisor	Revision: 1.0
	Number & Series: 5003 – Ramp Supervisor	Date: 01APR2020
	Approved By: S. Slattery	OI Date: 01APR2020

- Assists with the operation as needs dictate.
- Ensures that all paperwork, reports and forms are filled out and submitted to the proper destination.
- Operate Ground Service Equipment to transport baggage and cargo to and from aircraft.
- Ensures that agents Load and unload baggage, cargo, and items off and onto the aircraft and to its destination (bag room/cargo facility) safely and in accordance with Standard operating procedures.
- Ensures that Lavatory and Potable Water Serving on aircraft occur in accordance with standard operating procedure (SOP).
- Works outdoors in all types of weather ranging from Hot to Cold, rain and snow and inclement weather
- Marshal aircraft during arrival and departure
- Report immediately to management, all occurrences that cause injury or damage to any person or property.
- Inspects areas for proper setup, loading, procedure, etc.
- Ensures that employees have proper credentials prior to assigning tasks.
- Ensures the priority baggage is taken to the designated location in the time allotted.
- Provide special handling of luggage/cargo as required/directed
- Drive and/or operate ground support equipment to include tow tractors, tow bars, belt loaders, container loaders, baggage tugs, water/lavatory service trucks, aircraft ground power units, aircraft air start units, air stairs, aircraft de-icing units, baggage carts, cargo dollies and passenger vans.
- Collect and load mail, live animals, wheelchairs and child strollers onto aircraft
- Service aircraft water and lavatories
- Inspect ramp areas adjacent to gate and aircraft for debris and remove/dispose of when found.
- Report all equipment malfunctions to the appropriate supervisor/manager
- Comply with and have understanding of all federal, state, municipal, airport authority and carrier security requirements
- Ensures walk around checks of equipment prior to use.
- Delegate duties to agents and leads.
- Direct agent in the event of abnormal operations or emergency situations until the ramp manager, assistant station manager, station manager, or STQ Coordinator arrives on scene.
- Proficient in reports required by Fenix and air carrier
- Other duties as assigned


Competencies

Must be able to read, write, and speak English.

Leads the ramp crew throughout the turnaround of the aircraft.

Must possess required knowledge, skills, abilities and experience and be able to explain and demonstrate, with or without reasonable accommodations that the essential functions of the job can be performed.

Must be able to understand and pass theoretical and practical training courses.

	Standard Job Description	
	Ramp Supervisor	Revision: 1.0
	Number & Series: 5003 – Ramp Supervisor	Date: 01APR2020
	Approved By: S. Slattery	OI Date: 01APR2020

Proficient in Reading and interpreting aircraft weight and balance loading instructions, hazardous material identification labels, aircraft loading manifests, and baggage and cargo routing tags. Responsible for providing accurate and careful handling of passenger baggage and freight during aircraft upload, download and transport Service aircrafts as needed including lavatories, potable water and cabin grooming.

Work in conjunction with Ramp manager to help maintain the safety and security of the ramp at all times. By adhering to the company's strict compliance policy for maintaining all safety/training procedures as designated by the Air Carrier, Station and other entities.

Monitor the safe and efficient use of all ramp equipment and responsibilities. Report irregularities to Station and Maintenance Manager. Document in Fli daily/weekly checks, including fuel log entries.

Encourage team cooperation through briefings and leading by example. Communicate efficiently with upper management, agents and flight crews. Liaises with airline station managers, airport operations staff, handling agents, customs, immigration, and security officials, and other airport stakeholders. Work in conjunction with other departments to ensure on time performance of flights.

Practice safe and efficient use of all ramp equipment and responsibilities.

Report irregularities to Ramp Lead/Supervisor/Manager.


Communicate efficiently with upper management, agents and flight crews.

Job Requirements

- Able to read, write, speak, and understand English
- Must be able to work in the U.S.
- Pass a required pre-employment drug screen and ten-year background check
- Must possess a valid driver's license
- Must complete paperwork accurately and have basic computer skills
- Excellent customer service skills and a strong work ethic
- Must be punctual, dependable, and have a flexible schedule
- Must be able to lift 75 lbs. consistently and up to 100 lbs.
- Required to work flexible shifts, nights, weekends and holidays
- Capable of climbing, bending, kneeling, crawling and stooping often
- Work outdoors on the tarmac in various weather conditions
- Work under pressure while maintaining near 100% accuracy and on time performance
- Excellent customer service skills and a strong work ethic
- Must maintain 100% compliance with all assigned training.

Working Conditions

- This position will include work both indoors and outdoors
- While performing the duties of the position, the employee is regularly required to sit, stand, and walk for extended periods of time throughout the course of daily activities

	Standard Job Description	
	Ramp Supervisor	Revision: 1.0
	Number & Series: 5003 – Ramp Supervisor	Date: 01APR2020
	Approved By: S. Slattery	OI Date: 01APR2020

- The employee is occasionally required to climb, lift, balance, stoop, kneel, or crouch
- The employee is required to do work on a computer, in addition to doing paper work.
- Employee will be required to work outdoors in all weather conditions rain, shine, snow, etc.
- Required to work in confined spaces (aircraft baggage/cargo holds).

Educational Preferences/Training

Highschool Diploma or Equivalent

Licenses & Certifications

Must have and maintain a valid driver's license.

Must obtain required Media from the airport and maintain it.