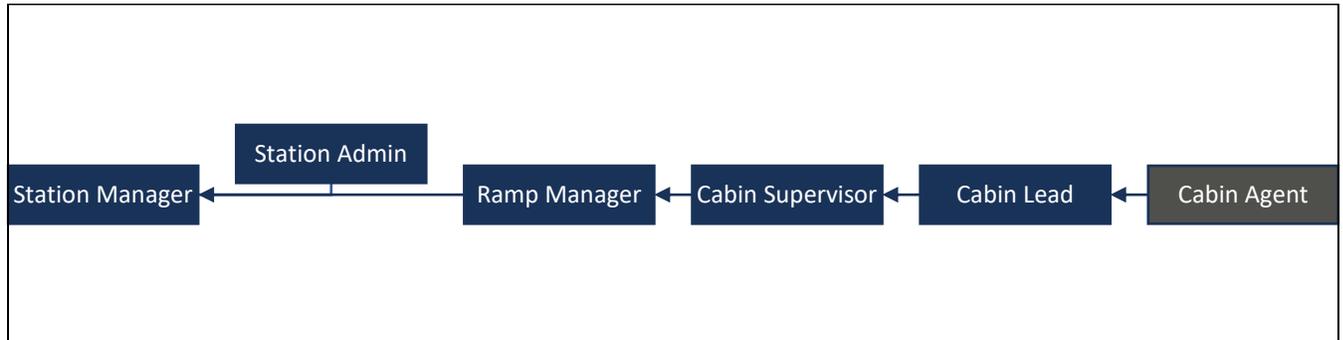


	Standard Job Description	
	Cabin Agent	Revision: 1.0
	Number & Series: 7001 – Cabin Agent	Date: 01APR2020
	Approved By: S. Slattery	OI Date: 01APR2020

Cabin Agent

Reporting Structure



Job Purpose

Clean and inspect all aspects of the interior of the aircraft and perform security checks in a time restricted environment while following company, airline, and regulatory requirements and procedures.

Job Duties

- Comply with company, air carrier, and regulatory security procedures and specifications.
- Perform the day to day operations of cabin grooming aircraft and aircraft security search to meet performance standards of carrier.
- Take all reasonable and necessary precautions to ensure personal health and safety, as well as that of coworkers and any other person(s).
- Report immediately to supervisor or management all unsafe and unhealthy conditions, security violations, or occurrences that cause injury or damage to any person or property.
- Cleaning required sections of aircraft interior.
- Vacuum aircraft floors.
- Clean mirrors and aircraft windows.
- Clean passenger food tray.
- Clean overhead bins.
- Handling regulated garbage according to company, airline, and regulatory requirements.
- Secure search of aircraft according to company, airline, and regulatory requirements.
- Proper notification of GSC and/or LEO when prohibited items are found.
- Replenish airline material in seat back pockets.
- Proficient in reports required by Fenix and air carrier.
- Other duties as assigned.

Competencies

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

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Must be able to demonstrate knowledge to regulatory authority 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.

Job Requirements

- Must be able to read, write, speak, and understand English
- Must be able to legally work in the U.S.
- Must be able to work in confined space (aircraft cabin and lavatories)
- Must be able to communicate effectively and accurately
- Must complete paperwork accurately and have basic computer skills
- Work under pressure while maintaining near 100% accuracy and on time performance
- Pass a required pre-employment substance screen and ten-year background check
- Required to work flexible shifts, nights, weekends, and holidays
- Must be able to lift 75 pounds consistently
- This position will include work both indoors and outdoors
- Capable of climbing, bending, kneeling, crawling, and stooping often
- Work in various weather conditions including extreme weather
- Excellent customer service skills and a strong work ethic
- Present a neat, professional appearance and demeanor
- Must be able to multi-task

Working Conditions

- The employee is regularly required to sit, stand, and move for extended periods of time throughout the course of daily activities while performing the duties of the position.
- Must be able to work for extended periods of time due to flight delays.
- The employee is occasionally required to climb, lift baggage weighing more than 75 lbs. on a consistent basis, balance, stoop, kneel, or crouch.
- The employee is required to do work on a computer in addition to doing paperwork.
- The position involves stress associated with responding to and solving problems.
- The position requires the exercise of discretion and independent judgment, as well as a creative approach to formulating responses and making recommendations regarding changes in company policy and/or procedures, as required.
- This position requires a professional approach and demeanor under all conditions.
- Airlines fly in all weather conditions and employees are required to work during freezing cold and extremely warm temperatures.
- This position involves work both indoors and outdoors.
- This position requires working with various chemicals and cleaning supplies.

Educational Preferences/Training

Highschool Diploma or Equivalent

Licenses & Certifications

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Must have and maintain a valid driver's license.