

LEAD RAMP AGENT

The Lead will direct the daily activities of the team, balance resources, and is responsible for supporting a team's ability to achieve mutually established goals. This role is responsible for providing passenger service support and to turn aircraft on-time, with a focus on safety and service. The Lead performs all Station Agent (Ramp) duties which at any given location, may include above- or below-wing functions, wheelchair services, or a combination of the three, while mentoring and setting an example for team members.

KEY RESPONSIBILITIES

- Promote and maintain a culture of safety at all times
- Meet and exceed operational targets while maintaining service, timeline, safety, and compliance requirements
- Assume responsibility and accountability for the team and of team members while leading, directing, motivating, and approving the team's work
- Perform station leadership duties such as assigning flights for the day, scheduling and managing agents on a week-to-week basis
- Recognize and celebrate individual and team performance
- Monitor team activities, ensuring that each team member follows proper operational and safety procedures and customer service standards, and verbally coach and recognize agents to reinforce and improve behaviors
- Investigate operational, safety, and performance irregularities with focus on future prevention; Communicate findings and recommend improvements
- Ensure safe equipment operation, excellent housekeeping, cleanliness and organization in all work and operational areas
- Provide a comprehensive briefing and handoff to the next shift to ensure a seamless operation and overall benefit to the team and station
- Mentor station agents, both newly trained and experienced, in all station agent job functions
- Maintain curiosity, seek better ways to do things for ongoing improvement
- Other duties may include clerical functions, reports, and assisting with unexpected passenger needs or complaints
- Must set an example for the team and embody the McGee values of Safety, Service, Integrity, Mutual Respect, Accountability, and Pride at all times and portray a positive image in this customer-facing role
- Flexibility and willingness to perform additional duties as assigned

QUALIFICATIONS

- Demonstrated skills in proactive and honest communication, providing direction and allowing team members to execute tasks, setting clear expectations and holding others accountable required

- Self-motivated, with proven ability to lead and direct the work of others in a positive way
- Ability to provide specific and constructive feedback as well as positive recognition
- Ability to juggle multiple tasks in a fast-paced environment
- Strong active listening skills required
- Must be able to work well in a team environment and understand team objectives
- Strong problem solving and teamwork skills required
- Ability to perform basic mathematical functions (e.g., counting bags, verifying cargo weights)
- Must have established record of attendance reliability and strong job performance; No active discipline above written warning on file during previous six (6) months
- Flexibility to work varied shifts, weekends and holidays
- Ability to lift up to 75 pounds on a frequent basis
- Ability to push wheelchair with passenger who may weigh over 200 pounds
- Ability to learn and operate a computerized reservation system
- Ability to understand and interpret flight schedules and airline flight destination information
- Ability to obtain and maintain airport security clearance, customs seal, and/or USPS security clearance including background criminal history check, drug screen and fingerprinting required by specific work assignment
- Valid driver's license with a good driving record as required by location
- Knowledge of operation of industrial equipment and previous experience preferred as required by location
- High school diploma or equivalent preferred
- Must be at least 18 years of age
- Must be authorized to work in the U.S.

CULTURE: McGee Air Services is an entrepreneurial venture with a mindset of delivering incredible service. We are flexible, adaptable, resourceful, collaborative, and inclusive.

McGee Air Services does not tolerate discrimination or harassment on the basis of race, color, creed, religion, national origin, alienage or citizenship status, age, sex, sexual orientation, gender identity or expression, marital status, disability, protected veteran status, genetic information, or any other basis protected by applicable law. Employees or applicants who inquire about, discuss, or disclose their compensation or the compensation of other employees or applicants are also protected by law.

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