

Job Description: Ramp Agent

Reports To: Ramp Supervisor

Summary

Ramp Agents are responsible for facilitating the turnaround of aircraft (arrivals and departures). The ramp agent works under the guidance of the Lead Agent to direct aircraft into the gate, load, unload and sort all baggage and cargo, service lavatories, fill the aircraft's portable water supply and direct the aircraft during gate push-back.

Core Competencies

- Able to work efficiently as a part of a team as well as independently.
- Operate Ground Service Equipment in a safe and respectful manner.
- Able to work well under pressure and meet set deadlines.
- Attention to detail.
- Strong work ethic and positive team attitude.

Job Duties

- Responsible for always maintaining safety and security of the ramp.
- Assist in ramp set up and storage of equipment and baggage.
- Marshal aircraft on the ramp, includes directing, assisting and parking all arriving, departing and towed aircraft.
- Responsible for courteous, prompt, accurate and careful handling of customer baggage and airfreight (if applicable), including loading and offloading aircraft, sorting and transfer of baggage to carousels.
- Service aircraft as needed i.e., aircraft lavatories, potable water fills and cabin grooming.
- Observe safe ground-handling procedures and maintenance of ground service equipment, including the performance of equipment checks.
- Comply with all safety procedures and airline policies.
- Constantly communicate with flight crew personnel and other ground personnel
- Actively participate in Choice Aviation's Safety Management System (SMS) including reporting hazards and incidents encountered in daily

operations. Understand, comply with, and promote the company Safety Policy

- Participate in training to comprehend, implement, and maintain all quality objectives as stated in our Quality Management System to ensure delivery of desired levels of operational safety and security.
- All employees are responsible for ensuring quality control in their own activities.
- Cooperate fully with Inspectors to achieve quality inspection commitment.
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- Performs other duties as required.

Requirements

- Possess a valid driver's license.
- High School diploma or GED
- Must be capable of lifting/pushing/pulling up to 70 lbs. on a regular basis.
- Ability to work nights, weekends, holidays and varying schedules.
- Must successfully complete airline specific training programs and recertification.