**Line Service Manager**

**Job Title:** Line Service Manager

**Reports to:** General Manager

**Job Summary:** To manage all line service technicians effectively. To ensure that all customer requests are completed and that all actions on the ramp are completed correctly and safely. To keep senior management informed of department goings on.

**Who is Wilson Air Center?**

Wilson Air Center is an award-winning FBO (fixed base operator) in operation for over 25 years. We provide corporate aviation support services and are recognized as an industry leader for our unmatched approach to customer service and satisfaction. We have been voted the #1 Best FBO Chain for the 15th time in 2022 and are ranked as the top FBO locations by pilots year after year.

**Why Join our Wilson Air Family?**

Are you interested in aviation? Do you like working hands-on, fueling, towing, and handling aircraft? Do you enjoy providing excellent customer service and meeting new people every day? You may be the right fit to join our award-winning FBO team!

**Job Duties:**

**Performs all duties associated with day to day activities of the ramp to include:**

* Pay attention to detail: keep trucks free of trash, equipment clean, line shack presentable, all are in appropriate uniform and prepared for shifts
* Delegate and prioritize tasks and plan the day efficiently for the line service technicians
* Follow up with management and CSRs to ensure all tasks are completed
* Follow through with customer requests with a positive and professional attitude
* Observe all safety policies and procedures
* Effectively communicate assignments to staff and hold staff accountable for their actions
* Ensure that canopy is covered, aircraft is parked, chocked, and that customers are greeted properly
* Manage whereabouts for staff at all times
* Attend all trainings, handles situations with customers and co-workers, and seeks out communication avenues to keep senior management informed of department issues

**Perform additional duties as requested or specified by location.**

**Physical Demands and Work Environment**

Must be able to lift and carry 70-lbs from floor to waist level or higher on a continuous basis if required; able to perform repetitive tasks and motions, including bending at the waist and knees, standing, sitting, squatting, kneeling, crawling, and twisting for extended amounts of time. Must have sufficient vision and ability to safely perform the essential functions of the position; ability to wear PPE (personal protective equipment) such as ear protection, safety glasses, gloves, high visibility clothing when required. This is an airport environment with duties both indoor and outdoor. Must be able to withstand extreme outdoor weather conditions and extreme temperature ranges will be encountered.

**Requirements and Qualifications**

Must be 18 years of age or older; high school diploma or GED; valid driver’s license; pass pre-employment and random drug screens; able to pass extensive 10 year background check. Must be people oriented; highly motivated with positive attitude; adhere to company policy; work effectively under time constraints; must have basic math skills to add, subtract, and convert gallons into pounds; must be able to effectively communicate (read, write, speak) in English. Prior customer service and FBO experience a plus.

**Disclaimer**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.