

## MISSOULA COUNTY AIRPORT AUTHORITY

**JOB TITLE:** Ground Handling Agent  
**REPORTS TO:** Ground Handling Manager  
**CLASSIFICATION:** Non-Exempt

**DATE APPROVED:**

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### **JOB SUMMARY:**

Under the general direction of the Ground handling manager performs all aspects of airport and passenger service functions for the traveling public.

### **TYPICAL DUTIES:**

(The following are intended to illustrate typical duties and responsibilities; they are not intended to be all- inclusive or restrictive.)

A Ground Handling Agent performs all aspects of airport and passenger service functions including: making reservations, preparation and issuance of tickets and itineraries,

Ability to communicate with customers, answer repetitious questions from customers in a friendly, outgoing manner. Answers to and serves the public with courteous good will.

Computation of fares, issuance of refunds, checking luggage, collection of all company fees and charges,

Providing passengers with general travel information; pre and post departure operation functions, boarding, flight closeout, passenger lost and found activities, claims for lost or damaged luggage;

Receive, screen, route and collect for air freight shipments, balance cash activity daily.

Safely stage ramp, park and secure aircraft upon arrival, physical loading and unloading of cargo, transporting cargo between terminals and aircraft,

The completion of forms and messages related to and necessary for the performance of cargo handling,

Cleaning and servicing of aircraft cabins, cockpits, lavatories, bins and galleys, deicing aircraft, towing and pushback of aircraft, servicing lavatory, water, air start,

Daily checks on GPU, and ground service equipment. Such as checking oil, radiator, tire pressure, washer fluid, changing flat tires, etc.

Load and unload aircraft cargo weighing up to 70 lbs. in and out of aircraft within confined cargo areas, push, pull and position loaded containers. Pull, push and lift bags weighing up to 70 lbs. onto or from a conveyor belt.

Driving vehicles with gross weights up to 80,000 lbs. in congested areas, position equipment up to aircraft requiring depth perception and the ability to distinguish colors red, green and yellow.

Engage in push out of aircraft or provide guide function to driver using depth perception in congested areas or speaking to the cockpit during push-pull procedure.

Transport cargo to and from aircraft using depth perception to negotiate vehicle with attached carts through congested areas. Read off and on load sheets to determine cargo destination.

While performing push-pull functions, to engage in the proper specific cockpit communication via hand signals and voice commands with and without the use of visual aids.

Ability to communicate with others. Ability to understand and react to verbal commands and safety warnings, with and without, assistance of sight or visual aids.

Ability to judge distances.

Ability to confront and question unauthorized personnel in secured areas, and report their presence to authorities as necessary.

Reports to work on a regular and timely basis.

Must be willing to wear uniform and insignia as prescribed by the company. Personal appearance and grooming should present a favorable company image.

### **WORKING CONDITIONS**

Work environment is dictated by the activities of the airport, duties will occur both indoors and outdoors, under adverse weather conditions. The work requires the ability to walk over rough, uneven terrain. Extended periods in difficult work environments may occur as a result of emergency conditions. The position may intermittently be subject to stress as a result of critical time schedules, human behavior, and emergency conditions.

De-ice aircraft at heights of up to 80 feet lifting and holding hose, spray exterior of plane wings and fuselage with glycol in compliance with specific air carrier deicing programs.

Lift, connect and remove overhead 40 lb. KVA electric cable to/from aircraft.

Position is subject to shift work outside traditional hours, emergency call out, and extended operating days.

Requires occasional heavy lifting, up to 70 pounds. Ability to work in a high noise environment.

Pull water hose from stationary cabinet and connect to aircraft.

Requires standing, climbing, walking, reaching, stooping, crouching, kneeling and crawling.

Work environment noise level is frequently loud. Requires hearing which falls within normal limits for both pure tone and speech, per audiogram.

May be exposed to toxic chemicals, noxious odors and vibrations due to the nature of the job.

Position will be part time and experience short notice shift changes.

**REQUIRED KNOWLEDGE SKILLS AND ABILITIES:**

Must be 18 years of age. High school diploma or GED preferred. Computer experience. Valid Montana drivers license. Ability to work rotating shifts including weekends, nights and holidays. Ability to read, write and fluently speak the English language.

**SPECIAL REQUIREMENTS:**

Must pass physical ability examination, including drug screening, prior to employment and periodically thereafter.

Must complete a criminal history records check conducted by the FBI through the fingerprinting process and a successful security threat assessment conducted by TSA.