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## JOB DESCRIPTION

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**POSITION:** Fueler / Handler  
**REPORTING TO:** FBO Manager  
**FLSA STATUS:** Non-Exempt  
**DATE:** 7/15/2022

### Summary:

Working in an outdoor environment under all weather conditions, fueler/handler is responsible for providing all necessary and required fueling and ramp services in a safe and efficient manner as contracted/required by the customer. This will include but is not limited to fueling/de-fueling of aircraft and operation of motorized/non-motorized fueling equipment, daily vehicle and equipment, inspection, cleaning and maintenance, loading/unloading and sorting baggage and/or freight in a safe manner while also achieving on-time departure and arrivals, servicing aircraft lavatories, cleaning aircraft, restocking items, keeping ramp tarmac free of debris, and providing high-touch customer service to crew and passengers.

### Principal Duties and Responsibilities:

#### **Fueling**

- Receive, store, transfer, and dispense petroleum fuel products
- Operate motorized fueling vehicles (fuel tank trucks, standard and automatic transmissions)
- Operate non-motorized fueling vehicles (hydrant carts)
- Fuel and de-fuel aircraft per flight crew/flight plan requirements
- Inspect fueling equipment and vehicles – report malfunctions or inconsistencies
- Perform accurate fueling calculations
- Fuel ground support equipment (gasoline or diesel) as required
- Maintain motorized and non-motorized vehicles including cleaning, basic general maintenance, etc.
- Responsible for maintaining a clean and organized FBO and hangar (for example cleaning floor, watering plants, emptying garbage, sanitizing surfaces).
- Maintain daily records (maintenance logs, parking logs, fuel quality, etc).
- Daily quality control checks of equipment
- Interact with carrier and other personnel
- Utilize hand-held radios, telephones and computers for communication
- Accurately complete and submit all documentation associated with fueling activities
- Respond to fuel emergencies (i.e. fuel spills) utilizing emergency response cart and follow established environmental/company guidelines
- Comply with all federal, state, municipal, airport authority and carrier security requirements
- Must comply with Standard Aviation's Standard Operating Procedures (SOPs) and policies
- Must maintain consistent attendance and reliability standards
- Other duties as assigned

## **Ramp Services**

- Marshal aircraft
- Assist with customs clearance as required
- Unload passenger luggage and/or air cargo
- Provide ground transportation/escort services to crew and/or passengers and their luggage between aircraft and FBO
- Assist ground transportation with luggage handling as required
- Load/unload wheelchairs, child strollers, etc. and assist passengers with deployment of same and/or deliver to designated location
- Provide special handling of luggage/cargo as required/directed
- Placement of chocks and cones around aircraft
- Drive and/or operate ground support equipment and/or vehicles which may include baggage tugs, baggage carts, aircraft steps, belt loaders, aircraft ground power units, tow bars, container loaders, water/lavatory service carts/vehicles, cargo dollies and passenger vans.
- Collect and load live animals and/or other goods onto aircraft
- Report all equipment malfunctions to the appropriate supervisor/manager
- Comply with all FAA, federal and local requirements
- Comply with all Standard Aviation SOPs
- Always maintain the highest standards of safety and security
- Other duties as assigned

## **Requirements:**

- High School diploma or equivalent
- Basic computer and mobile app skills
- Prior fueling, ramp services and/or aviation industry experience is desired but not required.
- Valid driver's license
- Must be able to pass a criminal background check and drug test
- Must be able to work a flexible schedule, including weekends and holidays
- Ability to work in a time-sensitive, multiple shift, and team-oriented environment
- Must be dependable and able to take direction from supervisors to service the customer safely and on-time
- General math aptitude
- Good command of the English language both verbal and written
- Must have authorization to work in the U.S.
- Must successfully pass all required training before being certified

## **Physical Demands:**

- Ability to work outdoors in all weather conditions. Extreme outdoor conditions may be encountered.
- Must be able to carry 70-pound suitcase from the floor to 18 inches and carry 70-pound suitcase in front of you with both hands for up to 25 feet. Must have physical dexterity sufficient to perform repetitive tasks and motions, including bending at the waist and knees, squatting, kneeling, crawling, twisting, and sustaining those positions for extended amounts of time. Must have sufficient vision and ability to safely perform the essential functions of the position.

## **Competency Requirements:**

- Must be well groomed
- Be reliable, responsible, and dependable
- Detail oriented
- Maintain composure, avoid aggressive behavior even in difficult situations
- Accept constructive criticism, deal calmly and effectively with high stress situations
- Maintain an attitude of flexibility, able to deal with variety in the workplace

- Willingness to take on responsibilities and challenges
- Able to guide oneself with little or no supervision
- Display cooperative attitude in the workplace

**About Standard Aviation (SA):** SA operates as an FBO (Fixed Based Operator) located at the Cyril E. King Airport in St. Thomas, providing fuel and handling services to private aircrafts. Our customers are traveling as pilots, owners, and guests. We are committed to offering truly excellent customer service to ensure smooth and efficient handling of all our customers' needs.