

**Metropolitan Knoxville Airport Authority
Position Description**

DKX Airport Crewperson

Status NE 4	Position DKX Airport Crewperson	Date February 2018
Department DKX Operations	Manager/Supervisor DKX Airport Crewperson Supervisor	

General Description of Major Tasks of Position

This position is responsible for routine servicing of customer aircraft, and basic servicing and maintenance of Airport facilities, equipment and vehicles. Performs activities including aircraft towing, fueling, and cleaning. Duties related to use of tools and operation of equipment used to maintain grounds, hangars, walkways and other facilities. This position also performs customer service duties related to FBO operations.

Tasks of Position	Representative activities as Duties and Responsibilities
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Responsible for day to day service of aircraft/equipment and Customer Service [Essential] [60%]

- Initiates aircraft tows
- Refuels and adds oil to aircrafts
- Service aircraft tires as needed
- Perform customer service duties

Responsible for routine basic maintenance for Airport vehicles, equipment, furnishings and facilities [Essential] [20%]

- Maintains cleanliness of all airport facilities as necessary
- Operates light equipment as required in care of grounds and facilities
- Monitors airport owned vehicles per checklist and performs routine preventative maintenance is necessary

Coordinates activities with other staff [Essential] [10%]

- Reports safety and security concerns as needed
- Performs other related duties as assigned

Performs other activities as may be requested or required. [Non-Essential] [10%]

- Contributes to the team effort by performing related duties as needed.

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Minimum Educational and Work Qualifications

High school Graduation or GED equivalent plus one to three years' work experience. Adequate communications skills both verbal and written are required. Basic computer and customer service skills required. Valid Tennessee Driver's License is required.

Environmental and Working Conditions

Job is performed in various settings, inside and outside with exposure to a variety of climates. Occasional direct contact with adverse weather conditions. Requires constant movement from one work location to another with frequent standing and sitting tolerances. Occasional lifting of up to 100 pounds unassisted. Occasional exposure to hazardous chemicals, electrical shock hazards and cut hazards. Job requires the ability to effectively communicate over a two-way radio. Must be able to distinguish colors as required to discern light gun signals from the FAA control tower. May encounter frequent vibration and loud noise. Use of safety equipment is necessary.

Signature of Employee

Signature of Manager

Key Performance Variables and Factors

Achievement Orientation - Personal efforts toward accomplishment of individual and business unit goals and customer service. Degree to which incumbent seeks additional responsibility and personal growth, establishes own standards of excellence, presents a results orientation, and displays a sense of responsibility.

Job Knowledge - Understanding of job-related requirements, techniques, methods and procedures. Degree to which incumbent demonstrates training and experience. Extent to which employee improves skills by keeping abreast of changes in techniques and related developments.

Productivity - Personal efforts toward quality and quantity of work performed. Consider the amount of work, accuracy of results, thoroughness, use of time, amount of supervision required, errors, and completeness.

Attendance - Evaluate availability for work. Degree to which employee displays responsibility to be at work as scheduled. Evaluate causes of absences as well as frequency and severity.

Communication/Interaction Skills - Ability to communicate effectively with others as required and the quality of day to day communication interaction required with other employees and customers.

Safety Commitment - Extent to which employee works safely and observes safety rules, regulations and practices, and shows interest and concern for Airport Authority's commitment to a safe and clean working environment for all employees.

Quality Commitment - Extent to which an employee is committed to pursuit of excellence in all aspects of position responsibilities including: service and commitment to customers, support of Airport Authority's goals and customer service, objectives, policies, procedures, practices, and training.

Teamwork - Contribution and performance in team and/or committee situations. Contributions to innovation, creativity, communication, consensus building team derived solutions to continuing problem solving and improvement processes.