

Ramp Services Supervisor

Reports to: Station Manager
Division: Everts Air Cargo

Department: Ground Support Services
Station: ANC

Job Summary:

Supervise the Ground Support Services department, ensuring all company standards are met and the department is operating at the maximum efficiency and profitability. Effectively perform assignments and work duties to meet established deadlines and goals in a high-pressure environment. The Ramp Services Supervisor will direct, coordinate and provide a variety of aircraft services including but not limited to marshaling, deicing, towing, and other ground support activities to affect the safe and efficient ramp movement of arriving and departing aircraft.

Essential Functions:

1. Direct, hire, train, discipline, coach and review Ramp Services employees.
2. Supervise Ground Support Services employees to ensure that daily ramp services activities are being performed in a safe, accurate and efficient manner.
3. Establish a safe and efficient work environment for employees.
4. Assist in training Ground Support Services employees, developing Ramp Services training guidelines and ensuring that implemented training standards are followed by all Ground Support Services employees.
5. Assure service standards are maintained or exceeded in relation to company policy and federal guidelines.
6. Implement company policy/directives within your work group.
7. Develop and maintain excellent communication and cooperation with all Everts Air Cargo management maintenance, and department personnel.
8. Assist other departments in solving transportation and service problems.
9. Provide competent and timely response on all issues to corporate staff as required.
10. Set goals for department and ensure achievement.
11. Responsible for maintaining the safety and security of the ramp at all times.
12. Complies with all safety requirements and airline policies, related to the safe operation near or around aircraft.
13. Observe safe ground-handling procedures and maintenance of ground service equipment, including the performance of maintenance checks.
14. Conduct marshaling, towing, power cart operation and door opening, preheating (including engine covers) and deicing of aircraft within a confined ramp area.
15. Responsible for maintaining a clean and organized ramp to include snow removal, FOD pickup and sweeping of the ramp.
16. Support cargo operations by operating vehicles and ground equipment in a congested area. This may include the loading and offloading of aircraft, repositioning equipment, and transporting of cargo to other locations.
17. Constantly communicate with cargo, maintenance, flight control and flight crew personnel.
18. Perform cargo agent duties to include loading and unloading of cargo from the aircraft, transporting of cargo between aircraft; performing cargo ramp transfers; the receiving, delivering, and physical handling of freight, mail and company material, the completion of forms and messages related to and necessary for the performance of the designated locations of the functions described.
19. Assist with the maintenance repair, servicing, and cleaning of powered and unpowered equipment.
20. Other duties as assigned by the Station Manager.

Additional Responsibilities:

Safety

1. Comply with all safety aspects, specific practices and procedures of the work scope and position(s).
2. Be familiar with the Company's Safety Management System (SMS) and Occupational Safety Manual (OSM).
3. Contribute to the Safety Culture of the Company and report any Safety Hazards.
4. Required to learn and understand Dangerous Goods Transportation requirements.
5. Keep your work areas clean and free of hazards; correct unsafe conditions when encountered and report those that you are unable to personally correct, to a supervisor.

Security

1. Comply with all security practices, policies and procedures as trained.
2. Maintain employee vigilance and report all security concerns.

Administrative

1. Build an organizational culture in which passion for continuous improvement is innate.
2. Ensure adherence to procedures that promote the health and welfare of all employees.
3. Promote the mission, vision, and values that the Company has developed, and ensure adherence to the Everts leadership manual and employee handbook.

Physical Abilities:

The physical requirements indicated below are examples of the physical aspects that this position must perform in carrying out essential job functions.

1. Ability to reach horizontally and vertically with arms. Sufficient dexterity to manipulate small objects and print or write legibly.
2. Sufficient physical ability, strength, mobility and stamina to lift, carry, push or pull objects which may frequently exceed 70 pounds in a series of functional tests which clearly simulates the work environment.
3. Physical ability to sit for extended periods of time.
4. Requires the ability to be sedentary for extended periods of time.
5. Shall perceive the nature of sound, near and far vision, depth perception, providing oral information, the manual dexterity to operate business related equipment, and handle and work with various materials and objects are important aspects of this job.

Reasonable accommodation may be made to enable a person with a disability to perform the essential functions of the job.

Qualifications:

1. 2+ years of supervisory experience.
2. Excellent written and oral communication skills.
3. Demonstrated problem solving expertise. Ability to motivate and develop employees.
4. Requires the ability to understand, retain, and deliver information verbally and written.
5. Requires standing on hard surfaces, floors, ladders and work stands for extended periods of time.
6. Must be able to read, write, fluently speak, and understand the English language.
7. Exceptional verbal and interpersonal communication skills are required. Radio communication experience in a professional environment and knowledge of airport regulations is preferred.
8. Ability to understand and react to verbal commands and safety warnings, with or without the assistance of sight or visual aids.
9. Must be able to work outside in the airport environment where extreme outdoor conditions may be encountered.
10. Must be able to become qualified to operate all aircraft ground support vehicles and equipment.
11. The ideal candidate is detail oriented, able to work efficiently under time constraints, reliable, energetic, enthusiastic and brings a positive attitude to work each day.

12. Able to work with minimal supervision, while maintaining focus in a congested environment with multiple distractions.
13. Knowledge of administrative and clerical procedures, work processing systems/software, managing files and records, designing forms and other office procedures and related terminology.
14. Ability to maintain confidentiality in all aspects of employment, including file and record maintenance.
15. Knowledge of technology used for training purposes or possess an interest in learning the technological methods used in training.
16. Must possess a valid driver's license.
17. Must be able to work a flexible work schedule which may include night, weekend, and holiday working hour and overtime assigned when the operation dictates.

This job description in no way states or implies that these are the only duties to be performed by this employee. He or She will be required to follow any other instructions and to perform any other duties requested by his or her supervisor.

Everts Air Cargo is an Equal Employment Opportunity Commission compliant (EEOC) employer.

Employee Signature _____ Date _____

Employee Printed Name _____