

JetBlue Airways

Position Expectations (PE)

Position Title: Airport Operations Crew

I. Position Summary:

The Airport Operations Crew checks-in and verifies Customers' personal identification; tags, lifts, and handles Customer luggage; books, sells, and verifies flight reservations; meets and assists with flight arrivals and departures; helps prepare aircraft cabin for departure; coordinates Customer boarding and deplaning; assists Customers with special needs; and complies with any ad-hoc requests as needed. Individuals must be comfortable serving Customers, speaking on a public address system and using computers.

II. Essential Functions:

- Conduct check-in process for Customers via computer
- Verify Customers' personal identification
- Tag, lift (up to seventy (70) pounds), and handle Customer luggage
- Announce flight arrivals, departures, and pre-boarding information via the public address system
- Coordinate various duties with coworkers and other departments to ensure proper handling of Customers
- Help prepare aircraft cabin for Customer boarding and departure, which can include light cleaning of seats, seat-pockets, and floor
- Assist Customers with special needs, e.g. Customers who need assistance in boarding
- Comply with ad hoc assignments as requested by the Supervisor or General Manager

III. Interactions:

Supervision Received:

- Receives clear, detailed, and specific instructions and consults with Crewleader on all matters outside the scope of daily responsibilities/activities

Supervisory Duties:

- No supervisory responsibility

IV. Minimum Qualifications:

- High School Diploma or General Education Development (GED) Diploma
- One (1) year customer service or sales experience
- Previous airline experience preferred
- Depending upon location, may need to possess and maintain a valid Driver License and a driving record that meets JetBlue Airways' insurance standards
- Must be able to acquire and maintain a valid Security Identification Display Area (SIDA) Badge
- Depending on location, may need to acquire and maintain a United States Customs Clearance
- Pass a ten (10) year background check and pre-employment drug test
- Legally eligible to work in the country in which the position is located
- Complete fluency in written and spoken English
- Bilingual skills preferred
- Must be able to give and receive verbal communication.
- Must be able to use handheld radios and microphones to communicate with operations and make all terminal announcements
- Able to lift, push and pull objects up to seventy (70) pounds occasionally and (50) pounds frequently
- Must pass a Physical Abilities Test (PAT)
- Able to work with various forms of payment (cash, credit cards, traveler's checks, etc.)
- Able to travel and/or work variable hours

- Able to work flexible shifts, including holidays and weekends
- At least eighteen (18) years old
- Regular attendance and punctuality
- Organizational fit for the JetBlue culture, that is, exhibit the JetBlue values of Safety, Caring, Integrity, Fun and Passion
- Well groomed and able to maintain a professional appearance
- When working or traveling on JetBlue flights, and if time permits, all capable Crewmembers are asked to assist with light cleaning of the aircraft

V. Knowledge, Skills, and Abilities:

- Computer literate
- Able to follow safety guidelines
- Able to perform under pressure and within fixed time constraints

VI. Working Conditions:

Equipment:

- Computer and other office equipment
- Public Address System
- Jet bridge and/or air stairs (Customer enplaning/deplaning equipment)
- Handheld radios
- Free-standing computer kiosks used to identify and process Customer reservations
- Light Emitting Diode (LED) screens and signs

Work Environment:

- Airport environment
- Subject to weather and elevated noise levels within airport
- Ability to work weekends or irregular shifts
- Able to make occasional trips to other locations for training or temporary assignment

Physical Effort:

- Moderate physical activity required by handling objects up to seventy (70) pounds occasionally and/or up to fifty (50) pounds frequently. (Medium)

Disclaimer: The above statements are intended to describe the general nature and level of work being performed by the Crewmember(s) assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of individuals in this position. Position Expectations may be subject to change as the needs of the organization changes.

EOE/M/F/V/D

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Benchmark Title:
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