

# JetBlue Airways

## Position Expectations (PE)

**Position Title:** Inflight Crew

### I. Position Summary:

Inflight Crewmembers are the ambassadors of the JetBlue Experience, delivering high-quality care to JetBlue Customers on every flight. Inflight Crewmembers are responsible for both Safety and Service in the aircraft cabin. They function effectively in a fast-paced, multi-tasking work environment, oftentimes during non-traditional working hours. In times of irregular operations, the Inflight Crewmembers are the key ingredient in mitigating Customer dissatisfaction, and thus serve as a very visible JetBlue Representative in diverse and challenging situations.

### II. Essential Functions

- Provide and promote the various components of our Inflight product, including beverage and snack service, and onboard product sales
- Respond to a broad range of in-flight emergencies
- Assist Customers with lifting carry-on bags into overhead bins and assists disabled Customers with mobility
- Provide outstanding customer service consistently
- Perform various duties as outlined in the Flight Attendant Manual
- Continuously stay connected to the Company by reading e-mail, paper mail, and intranet communications
- Provide high quality service in diverse operating situations

### III. Interactions:

**Supervision Received:** Indicate the direction received and level of responsibility for this position. **Check one.**

- Receives clear, detailed, and specific instructions and consults with Crewleader/Teamleader on all matters outside the scope of daily responsibilities/activities
- Receives general instructions on what is to be done, limitations, quality and quantity expected, deadlines, and priority of assignments from Crewleader/Teamleader. Uses initiative in carrying out recurring assignments independently without specific instruction but receives additional specific instructions from Crewleader/Teamleader for new, difficult, or special projects/assignments
- Plans and carries out work assignments and handles problems in accordance with instructions, policies, previous training, or accepted practices in the occupation. Consults with Crewleader/Teamleader on unique situations which do not have clear precedents
- Plans and carries out work assignments; resolves most conflicts which arise; coordinates work with others as necessary; interprets policy on own initiative in terms of established objectives. Keeps Crewleader/Teamleader informed of progress, potentially controversial matters, or far-reaching implications
- Plans, designs, and carries out programs, projects, studies, or other work independently. Receives little or no supervision from Crewleader/Teamleader

**Supervisory Duties:** Select the level of supervisory responsibility for the position. **Check one.**

- No supervisory responsibility
- No supervisory responsibility but is responsible for managing a specific function
- Trains and assigns work to Crewmembers/Teammembers on an occasional basis; performs the same work as the group on a regular basis
- Trains, assigns work to, and checks work of one (1) Crewmember/Teammember; does not conduct the same work as that Crewmember/Teammember on a regular basis
- Trains, assigns work to, and checks work of two (2) or more Crewmembers/Teammembers; participates in the decision to hire, fire, and promote Crewmembers/Teammembers; does not conduct the same work as Crewmembers/Teammembers on a regular basis



**Crewleader/Teamleader Responsibility:** If Crewleader/Teamleader, list positions directly reporting to this one.

**IV. Minimum Qualifications:**

- High School Diploma or General Education Development (GED) Diploma
- Complete fluency in written and spoken English
- Successfully complete JetBlue Airways Inflight Training Program, including Initial Training and Annual Continuous Education Programs
- At least twenty (20) years old
- Vision corrected to 20/20
- Two (2) years customer service experience
- Able to lift fifty (50) pounds from floor to above the shoulders
- Able to reach six feet three inches (6'3") without shoes
- Able to be away from home for up to five (5) nights and six (6) days in a row
- Currently in possession of a valid Passport with the ability to travel in and out of the United States on a frequent basis
- Able to relocate to within one-hour driving time of assigned domicile
- Able to work varying schedules including reserve duty, weekends, evenings, holidays, and last minute drafting
- 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
- Pass a ten (10) year background check, pre-employment drug test and criminal history records check.
- Legally eligible to work in the country in which the position is located
- 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:**

- Basic computer knowledge
- Creative problem solver
- Remain composed in a demanding, fast-paced work environment and take control in unexpected situations
- Able to function effectively with limited hands-on supervisory guidance
- Able to read and comprehend guidance as found in required manuals
- Adherence to JetBlue Inflight Crewmember Uniform Appearance Standards
- Able to work as a team to deliver the JetBlue Experience
- Excellent verbal and written communication skills
- Possess a strong passion for quality customer service

**VI. Working Conditions:**

**Equipment:**

- Aircraft emergency equipment (including fire fighting and evacuation)
- Aircraft medical equipment
- Aircraft interphone system
- Cashless cabin handheld device
- Hazardous materials kit
- Drink trays/snack baskets
- Galley equipment
- Computer and other office equipment

**Work Environment:**

- Non-traditional work hours, shifts cover flight schedule which operates twenty four (24) hours a day, seven (7) days a week. Must be available to work any schedule.
- Away from home for up to six (6) consecutive days
- Irregular operations occasionally cause extended work days

**Physical Effort:**

- Position requires strenuous physical work. Heavy lifting, pushing or pulling of objects up to 100 pounds occasionally and/or up to 50 pounds frequently. (Heavy)

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*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

<b>*For People Department Use Only*</b>
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Job Code/JG:
Exemption Status:
Benchmark Title:
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