



## **FBO Customer and Aircraft Line Service Support | Airport Operation and Oversight**

The JL Bar Ranch and Resort Airport is seeking a candidate for the position of **FBO Customer and Aircraft Line Service Support / Airport Operation and Oversight**. The JL Bar Airport serves as a professional FBO to pilots, flight crews and guests flying into West Texas and The JL Bar Ranch, Resort & Spa. The JL Bar Airport is located on a private ranch approximately 12 miles east of Sonora, Texas. The JL Bar Airport operates under a culture of Values Based Leadership and strives to maintain a friendly, professional and safety conscious environment for all of its Employees, Guests, and Stakeholders. Our goal is “To Redefine the Ranch and Resort Experience as a World Class Destination of Choice” through our Mission, Vision and Values.

### **Ideal Candidate**

**Ideal candidate requirements have the following expectations:**

- Team Collaborator
- Detail Oriented
- Effective and Respectful Communicator, Both Verbal and Written
- Reliable, Efficient, Responsible and Punctual
- Self-Motivated
- Positive Attitude
- Capable of Working with Little or No Supervision
- Must Maintain a Professional Appearance, Following Uniform Policy
- Willing to Go Above and Beyond for Co-Workers, Management, and Guests

### **Requirements**

- Excellent Customer Service Skills
- Energetic and Willing to Learn and Grow
- Excellent Organizational Skills and Task Management
- Basic Computer Skills - Familiarity with Windows and Microsoft Office Applications
- General Mechanical Knowledge
- Capable of Operating Airport Support Equipment – Training Provided
- Physically Capable of Lifting Fifty Pounds
- Ability to Work Under Aircraft and on Elevated Surfaces
- Willing to Work in all Weather Conditions
- Availability to work outside of traditional business hours, including evenings, late nights, and on weekends

## **Duties and Responsibilities**

- Providing Customer Service and Support of JL Bar Ranch Airport Customers and Guests
- Fueling Customer Aircraft
- Marshaling, Movement Coordination and Control, Parking and Securing of Aircraft
- Towing Aircraft of Various Sizes and Techniques
- Ensuring Compliance with all Federal and State Airport Security Requirements
- Scheduling and Pre-Arrival Trip Support of Customers and Aircraft
- Providing Pre-Departure and Post-Arrival support to Pilots and Passengers
- Providing Baggage Support - Unloading and Loading Customer Aircraft
- Providing / Coordinating of Passenger and Flight Crew Transportation
- Ordering and Managing of Aircraft Catering
- Maintaining of Aircraft Fuel System at The JL Bar Ranch Airport
- Managing Aircraft Fuel Quality Control, Inspection, and Documentation
- Assisting with Airport Maintenance and Oversight at The JL Bar Ranch Airport
- Assisting with Hangar Facilities, FBO Maintenance and Oversight at JL Bar Ranch Airport
- Providing Maintenance and Oversight of Aircraft Support Equipment
- Attending Training and Enrichment Courses Approved by Manager
- Availability to Work Multiple Shifts in a Time-Sensitive and Team Environment
- Assisting with Special Events at JL Bar Ranch Airport
- Performing other Duties as Needed

## **Rate of Pay and Benefits**

- Rate of Pay: TBD starting rate based on experience, Bi-Weekly
- Optional Benefits: Medical, Dental, Vision, 401(k) matching (100% up to 6%), Vacation Time
- On-Site Living Accommodations - Private Staff Quarters on Property
- Company Cell Phone, Computer Provided
- Additional employee benefits available based on experience