

TBI Airport Management, Inc.

Job Description

Gate/Jet Bridge Station Trainer

Reporting to: Supervisor Station Trainer

Location: Orlando Sanford International Airport
Sanford, FL

General Responsibilities:

As a Gate/Jet Bridge Station Trainer you will be required to deliver learning opportunities to the Customer Service Department team members within the company for Gates and Jet Bridges operations. Training may be instructor led, practical, on the job training (OJT) and/or computer based training (CBT) courses. The trainer is responsible for enhancing the team member's knowledge of their job function. Gate/Jet Bridge Trainer will be responsible for understanding the operation, the corporate policies, regulatory requirements and functions of the team members they are instructing.

Major Responsibilities and Functions:

- Delivering Instructor led training and PowerPoint presentations.
- Develop and Design training materials and PowerPoint presentations.
- Planning and Scheduling classes as needed in the training department.
- Submitting Class attendance records for all training events.
- Monitoring computer based training and ensuring team members are current with all required courses.
- Comply with all security requirements, procedures and safety policies of all Air Carriers.
- Conduct On the Job training to familiarize the team members with proper procedures in the operation.
- Submitting completed OJT Checklists for all agents in training.
- Proctor exams and tests
- Communicate pertinent information and briefings with team members
- Work in conjunction with other departments to ensure all training procedures are followed
- Training Team members to service aircrafts and operate ground equipment as needed.
- Other duties as assigned.

Health and Safety Responsibilities:

- Take all reasonable and necessary precautions to ensure personal health and safety, as well as that of co-workers and any other person(s)
- Report immediately to management, all unsafe and unhealthy conditions
- Report immediately to management, all occurrences that cause injury or damage to any person or property
- Comply with TBI's Environmental Safety and Health program and procedures

Qualifications:

- At least 1 year of experience in Passenger Service Operations, preferably as a Lead Passenger Service Agent
- Experience working Gates and Jet Bridges
- MUST have an OPEN availability
- Experience operating all Ground Service Equipment on Both International and Domestic Operations
- Ability to work in a classroom environment
- Computer skills (Word, PowerPoint and Excel)
- High school diploma, GED or equivalent experience
- Able to read, write, speak and understand English

Working Conditions:**Physical Effort:**

While performing the duties of the position, the employee is regularly required to sit, stand and walk for extended periods of time throughout the course of daily activities. The employee is occasionally required to climb, lift, balance, stoop, kneel, or crouch. The employee is required to work on a computer, in addition to doing paper work.

Mental Effort:

Position involves encounters with members at every level of the organization, airline employees, vendors, subcontractors and members of the public, and requires a sense of responsibility to provide a high level of service and accurate information. The position involves stress associated with responding to/solving problems. The position requires the exercise of discretion and independent judgment, as well as a creative approach to formulating responses and making recommendations regarding changes in company policy and/or procedures, as required. Operations are dynamic and situations may require immediate attention. This position requires a professional approach and demeanor under all conditions.

Reporting Staff:

None

Normal Working Hours:

The normal working hours for this position will vary based on operational needs and will include days, evenings, nights, weekends and holidays.