

TBI Airport Management, Inc.

Job Description

Cabin Service Agent

Reporting to: Supervisor, Cabin Service

Location: Orlando Sanford International Airport
Sanford, FL

General Responsibilities:

The Cabin Service Agent's role is to clean all aspects of the interior of the aircraft and performing a security check before flights.

Major Responsibilities and Functions:

- Collect and remove trash from cabin, seat back pockets, galleys and lavatories.
- Vacuum aircraft floors
- Clean mirrors in lavatories and aircraft windows
- Clean passenger food tray
- Clean overhead bins
- Replenish any airline material to seat back pockets
- Perform security check
- Comply with all security requirements of air carriers
- 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:

- Must possess required knowledge, skills, abilities and experience and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.
- High school diploma, GED or equivalent in experience
- Able to read, write, speak and understand English.
- Pass a required pre-employment drug screen and 10 year background check
- Must complete paperwork accurately and have basic computer skills
- Excellent customer service skills and a strong work ethic
- Present a neat professional appearance and demeanor
- Must be punctual, dependable and able to work a flexible schedule that includes mornings,

evenings, weekends and holidays.

- Willing to work in a time-sensitive and fast paced environment

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 demeanour under all conditions.

Reporting Staff:

None

Normal Working Hours:

Hours will vary based on operational needs. Must be available to work a flexible schedule to include mornings, evenings weekends and holidays.