

Position: **Benchmark Job #161**

Ministry: Government Services

Working Title: **Aircraft Service Maintenance Worker**

Branch: Air Services

Level: Range 7

Location: Victoria

NOC Code: 7437

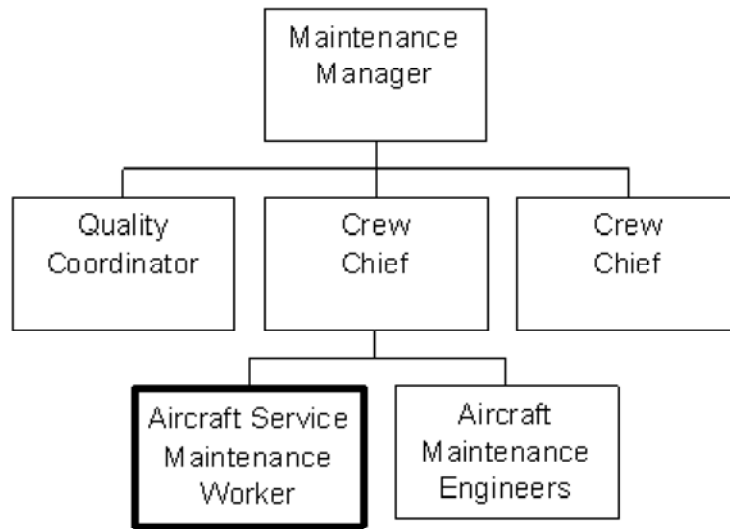
PRIMARY FUNCTION

To provide cleaning maintenance and stocking services, aircraft service functions and customer service for Air Services aircraft, personnel and passengers.

JOB DUTIES AND TASKS

1. Provides cleaning maintenance and stocking services for five aircraft and equipment
 - a. cleans inside and outside of aircraft using pressure cleaners, vacuum cleaners, solvents, polishers, disinfectants, deodorizers and power polishers
 - b. cleans and disinfects air ambulance aircraft including cleaning medical equipment, removing contaminated medical waste and disinfecting areas contaminated with bodily fluids
 - c. ensures that aircraft is stocked with catering and cleaning supplies, rotates stock as required
 - d. stores supplies according to WHMIS
2. Performs aircraft service functions
 - a. tows aircraft onto airport ramp and into air services hanger using tow tractor
 - b. operates aircraft ground power units and/or connects to aircraft to provide electrical power for aircraft starting and monitors voltage and amperage
 - c. gives appropriate signals to pilots and engineers in accordance with Transport Canada marshalling signals
3. Provides customer service for aircraft passengers and personnel
 - a. assists passengers and personnel with loading baggage and boarding
 - b. provides ground transportation to air service passengers and personnel as required
 - c. informs co-workers, passengers and visitors on safety matters such as danger areas, propellers, jet exhaust, intake and jet noise
 - d. provides red carpet service for departures and arrivals and ensures carpets are cleaned
 - e. picks-up catering for special flights
 - f. provides refreshments to waiting passengers as required
4. Performs other related duties
 - a. moves mail, parcels, freight, equipment and supplies using forklift, van, pick-up truck, baggage carts and ground transportation
 - b. de-ices aircraft and removes snow using snow blowers and snow-removal truck
 - c. performs light maintenance on equipment such as tow-tractors, forklift and aircraft ground units, power sweepers etc.

d. picks up and pays for supplies using petty cash



| FACTOR | REASON FOR CLASSIFICATION | DEGREE | POINTS |
|--------|--|--------|--------|
| 1 | <p>JOB KNOWLEDGE</p> <p>Know a variety of job functions and how they relate to aircraft maintenance to provide cleaning maintenance and moving services to aircraft fleet and operate forklift, tractor and vans and use marshalling signals to direct aircraft.</p> | C | 60 |
| 2 | <p>MENTAL DEMANDS</p> <p>Judgement to recognize known differences and determine the priority of tasks to service and clean aircraft fleet and to operate tow tractors, snow removal trucks, forklifts and high pressure cleaners.</p> | C | 60 |
| 3 | <p>INTERPERSONAL COMMUNICATION SKILLS</p> <p>Tact required to exchange information with co-workers and to answer inquiries related to aircraft service maintenance and baggage handling with supervisor and passengers.</p> | B | 20 |
| 4 | <p>PHYSICAL COORDINATION AND DEXTERITY</p> <p>Moderate coordination and dexterity required to operate a tow tractor and forklift to service aircraft.</p> | C | 15 |
| 5 | <p>RESPONSIBILITY FOR WORK ASSIGNMENTS</p> <p>Guided by specific procedures, using written instructions, changes the order of completion to meet immediate requests or demands in performing several functions to clean and service aircraft and air ambulance, and operate various equipment to de-ice and move aircraft, transport baggage and freight.</p> | B | 30 |
| 6 | <p>RESPONSIBILITY FOR FINANCIAL RESOURCES</p> <p>Financial responsibility to use petty cash when picking up and paying for supplies.</p> | A | 5 |

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|---------------|--|---------------|---------------|
| 7 | RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Moderate responsibility to operate equipment such as tow tractors, forklift and power units in servicing of aircraft. | C | 15 |
| 8 | RESPONSIBILITY FOR HUMAN RESOURCES Limited responsibility for human resources to provide informal orientation to the workplace to new employees. | A | 5 |
| 9 | RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS Moderate care and attention to operate tow tractor, forklift and vehicle where others are exposed. | C | 15 |
| 10 | SENSORY EFFORT/MULTIPLE DEMANDS Close attention to detail to regularly visually and by hearing operate aircraft towing equipment. | B | 6 |
| 11 | PHYSICAL EFFORT Heavy physical effort to frequently climb and balance on ladders to spray and wash exterior of aircraft. | E | 24 |
| 12 | SURROUNDINGS Exposure to all weather conditions almost always. | D | 9 |
| 13 | HAZARDS Significant exposure to hazards from frequently climbing and balancing on ladders to spray and wash exterior of aircraft. | D | 9 |

Total Points: 273

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