

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

DUTIES Serves as a Mobile Lounge Operator at Washington Dulles Airport (IAD), Metropolitan Washington Airports Authority (Airports Authority). Operates multiple controls and hydraulic systems of 2-engine, 28- to 47-ton mobile lounges on busy airfield between aircraft and terminals. Approximately 25% of the time, mates vehicle with arriving or departing planes in areas where maneuverability and vision are often restricted and accuracy is critical.

Operates Budd and Plane-Mate lounges to transport up to 150 passengers between terminals and between aircraft and terminals. Unlocks and re-secures terminal gate leading to lounge, starts propulsion and auxiliary generator engines, checks gauges for oil and air pressures and operation of radios, etc. Notifies dispatcher or supervisor of any problem that prevents meeting schedule (e.g., engine won't start). Disconnects electric cable that supplies power for light when motor is off. Uses closed-circuit TV and side-view mirrors in backing Plane-Mate from position because of obstructions, which preclude using a rear-view mirror. Crosses busy airfield using authorized lanes, listening to 2 radios and watching for approaching aircraft. Uses controls to raise Plane-Mate up to 18 feet above ground and precisely maneuver walkways at the proper angle to provide safe passage for passengers. Estimates count of passengers transported for report purposes.

In mating mobile lounge with aircraft, employs appropriate operating procedure in keeping with the characteristics of the aircraft (e.g., location of projecting fins and sensors), preferred policy of the particular airline and the structure of the lounge. Example:

The Plane-Mate canopy cannot be sealed on the left (forward) side of a Boeing 727 because of a heat sensor. After the Plane-Mate is lifted to the proper height, the gangway is stopped 12 inches short of the fuselage and the walkway is extended against it, level with the threshold. This results in a 6" void on left side, which is covered by the aircraft door when opened.

Signals the airline attendant of presence and locks door of plane in open position after walkway and canopy are properly positioned. Monitors walkway while passengers are deplaning in case the plane shifts with the changing weight load and the floor level needs adjustment. After assuring that all passengers have departed, locks the plane door or restores plane door to position for attendant to lock from inside.

Upon return to terminal, checks empty lounge for lost articles and consults dispatcher by radio before closing lounge in case another assignment is scheduled. Completes trip ticket: name, badge number, flight number, airline, time of arrival/departure, length and cause of any delay and number of passengers transported.

Applies rules concerning airline responsibilities for unaccompanied children, handicapped or ill passengers, checked luggage, etc. Maintains readiness for emergency actions in the event of electrical, mechanical or radio failure and hazardous conditions, e.g., use of emergency evacuation procedures, special radio transmissions, manual operation of electrically-controlled

devices, etc. Actuates recorded public address announcements regarding airport facilities and services upon return to terminal from aircraft.

Reports any observed hazardous conditions such as torn carpet, burned-out lights, slick surfaces, etc. As required, drives mobile lounges to shop for maintenance. May make short public address announcements concerning flight arrivals.

In the event of emergency, uses fire extinguishers, emergency stairs for evacuation, engine shut-down buttons, and other safety or emergency procedures.

Upon request, assists in training new Mobile Lounge Operator by instructing them on the operation of the lounges and answering questions on rules and procedures.

Communicates and interacts effectively with internal and external business contacts including, but not limited to, other members of the unit/team, other Airports Authority employees (such as managers, supervisors, professionals, and support staff), tenants, airport users (including responding to questions from passengers to best of his or her ability, including those who do not speak English and those who are impatient, confused and argumentative), and the general public.

Uses a computer and (a) modern office suite software (such as MS Office) to communicate (email) and word process (light word processing), (b) enterprise system/software for time and attendance reporting and other functions, and (c) special systems/software used in the Department.

Performs other duties as assigned.

Critical features of this job are described under the headings below. They may be subject to change through reasonable accommodation or otherwise.

MINIMUM QUALIFICATIONS (MQs)

To be rated qualified for this job, an applicant must meet all four of the MQs listed below at the time of vacancy announcement closure.

1. A high school diploma, Certificate of General Educational Development (GED), or an equivalent combination of education, experience and training.
2. Possession of a satisfactory driving record that shows that:
 - a. Within the preceding two years the driver has not had an at-fault accident, **and**
 - b. The driver has not been convicted of a charge of driving under the influence of alcohol or a controlled substance (or a comparable or stronger infraction, such as driving while intoxicated), **and**

- c. Within the preceding two years the driver has not been convicted of two or more moving violations nor has been required to attend a driver improvement clinic by the Commissioner, Virginia Department of Motor Vehicles, or any other authority in the Commonwealth, or to attend a comparable regimen by comparable authority in another licensing jurisdiction.
3. Five years of post high school experience driving a large commercial or passenger vehicle requiring a Class B Commercial Driver's License (CDL) or a Class A CDL, such as, but not limited to, a passenger bus, a 26,000-35,000 gross vehicle weight (GVW) dump truck, or a tractor trailer.
4. The ability to (a) exert a mean peak force of approximately 79 pounds to disconnect the overhead cables of the lounges; (b) exert a mean peak force of 68 pounds to turn the butterfly handle of an aircraft door 180 degrees; and (c) bear the weight of approximately 36 pounds to assist a passenger down steep emergency stairs.

PREFERRED QUALIFICATIONS

The qualifications listed below (if any) are preferred and may be considered in the selection process, but they are not required to be rated qualified for this job.

1. Experience driving a large passenger bus.
2. Two years driving with no traffic offenses.

KNOWLEDGE, SKILLS, ABILITIES AND OTHER FACTORS (KSAOs)

The following KSAOs are required for successful performance of this job and are a basis for rating and ranking applicants who are found to meet the MQs. *Local, Federal, airport industry or Airports Authority specific bodies of knowledge listed below may be acquired on the job, typically; ability to rapidly acquire them is required at the time of vacancy announcement closure.*

1. Knowledge of, and skill in, driving very large passenger vehicles, such as mobile lounges, with hydraulic systems and multiple controls, so as to approach terminal gates or aircraft at the proper angle (avoiding damage to projecting fins, sensors and doors of aircraft and to comply with different airline policies), to 'mate' correctly with the aircraft (raising the mobile lounge body appropriately, to stop gangway at proper inches from door or fuselage and extend walkway to proper number of inches below threshold), and to perform other mobile lounge operation skills.
2. Knowledge of mobile lounge and airport operations so as to safely transport passengers across the airfield, on taxiways, taxi lanes, runways, between terminals, and between aircraft and main terminal or International Arrivals Building, to communicate with dispatcher and Ramp Controller, to exchange information with passengers, and to perform related functions. This body of knowledge includes procedures for leaving and arriving at terminal locations,

airport layout (as concerns mobile lounge routes, passenger destinations, core passenger concerns, etc.), mobile lounge safety and emergency regulations, AOA traffic regulations, radio phraseology and authorized mobile lounge routings.

3. Knowledge of Federal Aviation Regulations and Airports Authority rules for mobile lounge service to ensure that airline representatives accompany minors and handicapped persons, pets are in carriers, passengers are not likely to create hazards or damage, etc.
4. Skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. This includes the ability to recognize problems and identify relevant information. Examples include performing operator checks of vehicle before operation and after operation, identifying and avoiding hazards in route, completing trip tickets, and applying rules concerning airline responsibilities for unaccompanied children.
5. Skill in oral communication to understand verbal information (facts, assertions and ideas), and to express such information verbally so that others will understand (such as giving directions and describing emergency precautions and procedures to the traveling public). This includes skill in encouraging effective oral communication by others such as individuals for whom English is a second language.
6. Interpersonal skills to interact effectively with business contacts in a businesslike, customer service-oriented manner, including maintaining own composure when interacting with non-English speaking, or irate, argumentative, or confused passengers.
7. Skill in written communication to understand written information (including instructions, descriptions and ideas) and to express such information in writing so that others will understand. Examples include reading notices about construction on the airfield as it affects routes, completing trip tickets, and reading such administrative information as notices to employees concerning new Airports Authority programs.
8. Knowledge of, and ability to apply, safety and security rules and regulations including emergency procedures and regulations pertaining to the transport of passengers, particularly as they apply to the transport of passengers on an airfield in a mobile lounge.
9. Skill in using a computer and (a) modern office suite software (such as MS Office) to communicate (email) and word process (light word processing only), (b) enterprise systems/software for time and attendance reporting and other functions; and (c) special systems/software used in the Department.

RESPONSIBILITY Is responsible for the safe operation of assigned vehicle and the safety of passengers, e.g., puts passengers' safety first in taking immediate action to help them evacuate the aircraft or lounge during accidents, incidents or bomb threats. Must maneuver vehicle accurately to avoid damaging protruding instrument probes, sensors, ground equipment, etc., on aircraft during mating procedures (a miscalculation could result in flight cancellations and/or extensive damage to aircraft costing millions of dollars). Assignments are made by the shift

supervisor. While away from the terminal, receives directions by radio from the dispatcher and coordinates movements with the ramp controller and/or ground traffic controller. The Supervisor reviews work for quality, quantity, timeliness and customer service and evaluates performance on timely responses to assignments in proper uniform, courteousness in dealing with the traveling public and efficiency in carrying out assignments.

EFFORT Stands or sits at terminal gate before departure time as passengers enter; sits for short periods while driving across airfield. Frequently walks or otherwise moves on flat surfaces of lounges and departure area. Maneuvers body (bends, stoops, crouches or otherwise positions self) to perform a number of physically demanding tasks, including: disconnect overhead cables of Budd lounges (requiring a mean peak force of 79 pounds or greater), pull up stairs of Budd lounges, open and close door of 747 and 757 aircraft (requiring a mean peak force of 68 pounds to turn the butterfly handle 180 degrees), and, in emergencies, assist passengers down steep emergency stairs, bearing part of their weight (estimated at 36 pounds), as needed. Obtains operational information from dials and gauges on mobile lounges. When the weather is clear, recognizes the approach of aircraft some distance away. Operates mobile lounge using judgment based on ground and air traffic, weather and other factors, such as but not limited to widths, heights and clearances of aircraft doors, wings, etc.; hand signals; and images on closed-circuit TV and side mirrors. Listens intently to two radio frequencies while on airfield. Communicates by two-way radio. Responds to sound warnings and alarm bells.

WORKING CONDITIONS Drives across airfield in all kinds of weather (rain, snow, ice and fog). Is subjected to the possible strain of dealing with the unhappy members of the traveling public such as persons who have missed connecting flights or lost their luggage; limited visibility (bright sun or rain on mirrors used for backing up); closely positioned aircraft which restrict maneuverability; small aircraft that are difficult to distinguish from the color of the concrete taxiways; and aircraft that taxi without lights in fog or at night. Is exposed to noise of aircraft and the possibility of vehicular accidents and breakdowns on airfield and jet fuel fumes/diesel fumes. Risks inherent in driving on a busy airfield are present and conditions or risks associated with safe transport of passengers may be present and include but are not limited to faithful execution of emergency evacuation procedures.

OTHER SIGNIFICANT JOB ASPECTS Is an emergency employee subject to working night hours, holidays, weekends, and to hold-over and recall on a 24-hour basis for essential services and emergencies. Adheres to emergency evacuation procedures which may include, but are not limited to, assisting passengers down steep emergency stairs (see DUTIES, EFFORT, and WORKING CONDITIONS).