

As a Mobile Lounge Operator, your work is essential for safely transporting passengers between terminals and between aircraft and terminals at Washington Dulles International Airport (IAD), thus ensuring a quality transport service for our passengers.

JOB DESCRIPTION

- Mobile Lounge Operator
- Works under the direct supervision of the Mobile Lounge Manager, and takes direction from the Mobile Lounge Leaders and Supervisors.
- Serves in the Airport Operations Department at Washington Dulles International Airport (IAD).

Operates multiple controls and hydraulic systems of 2-engine, 28- to 47-ton mobile lounges to transport up to 150 passengers, on busy airfield between aircraft and terminals. Performs related functions.

GENERAL RESPONSIBILITIES

- Operates Budd and Plane-Mate lounges to transport up to 150 passengers between terminals and between aircrafts and terminals.
- Unlocks and re-secures terminal gate leading to lounge; starts engines and checks gauges.
- Notifies dispatcher or supervisor of any equipment problem that prevents meeting schedule.
- Crosses busy airfield using authorized lanes while monitoring 2 radios and watching for approaching aircraft.
- Uses appropriate operating procedures when mating mobile lounge with aircraft. Signals the airline attendant of presence, and may assist with aircraft door opening. Monitors passenger walkway in case the plane shifts and the lounge floor level needs adjustment.
- Upon completion of assignment, checks empty lounge for lost articles prior to contacting dispatcher by radio for further instructions. Applies rules concerning airline responsibilities for unaccompanied minors, handicapped or ill passengers, checked luggage, etc.
- Reports any observed hazardous conditions, such as torn carpet or burned-out lights. As required, drives mobile lounges to shop for maintenance.
- Estimates count of passengers transported for reporting purposes.
- Maintains readiness for emergency actions in case of electrical, mechanical, or radio failure and hazardous conditions. Uses emergency evacuation procedures, fire extinguishers, etc.
- Provides extensive customer service to airport patrons and staff. Provides assistance to passengers who may be lost or confused, and to those who may be non-English speaking.
- May assist in training new Mobile Lounge Operators on lounge operations, rules, and procedures.
- Performs other duties as assigned.

QUALIFICATIONS

- Five years of experience driving a large commercial or passenger vehicle requiring a Class B Commercial Driver's License (CDL) or a Class A CDL; **OR**

- Five years of airport experience operating vehicles on an active airfield.
- Ability to exert physical effort including:
 - a mean peak force of approximately 79 pounds to disconnect the overhead cables;
 - a mean peak force of 68 pounds to turn aircraft door handle 180 degrees; and
 - bear the weight of approximately 36 pounds to assist a passenger down stairs.
- Knowledge of, and skill in driving very large passenger vehicles with hydraulic systems and multiple controls.
- Knowledge of and ability to apply specific safety and security guidelines, including emergency procedures and regulations, pertaining to operating a large commercial vehicle.
- Ability to recognize problems and identify relevant information such as performing operator checks of vehicles.
- Ability to speak and write effectively with emphasis on communicating information to others whose native language may not be English.
- Ability to interact with others in a professional, customer service-oriented manner.
- Ability to maintain composure when dealing with frustrated or argumentative people.
- Skills in using a computer and computerized time and attendance system.

PREFERRED QUALIFICATIONS

- Experience driving a large passenger bus.
- Two years driving with no traffic offenses.
- Experience driving on an active airfield.

EDUCATION

- A high school diploma, a Certificate of General Educational Development (GED), or an equivalent combination of education, experience and training.

CERTIFICATIONS AND LICENSES REQUIRED

- A state driver's license with a satisfactory driving record showing that within the preceding two years, the driver:
 - Has not had an at-fault accident; and
 - 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
 - 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.

NECESSARY SPECIAL FACTORS

- Work is physically demanding and requires the ability to exert a mean peak force of up to 79 pounds and bear the weight of approximately 36 pounds.
- Drives vehicle in all kinds of weather (rain, snow, ice and fog).

- Subject to noise of aircraft and jet fuel fumes/diesel fumes with operating vehicle on airfield.
- May experience risks inherent to driving on a busy airfield, and risks and pressures associated with the safe transport of passengers.
- Is an essential employee subject to working night hours, weekends, and to hold-over and recall on a 24-hour basis for essential services and emergencies.
- Work is typically reviewed in progress and upon completion for quality, quantity, timeliness, teamwork, customer service, and other factors.