

**Job Title** – Ground Crew Team Member

**Location** – Skydive Spain

**Reporting To** – Ground Crew Team Leader

**Supervises** -

**Assist Supervises** –

**Starting Salary** – according to convenio, however, negotiable depending on professional background and experience

## Job Role Summary

To follow all procedures in place within the remit of this role. To comprehend the importance of conducting safety related tasks which maintain the company's high standard of safety. To be pro-active in providing clean and safe facilities for all to enjoy, maintaining a healthy and positive image for the company. Health and Safety aspects must always be considered through this role.

## Key Responsibilities and Tasks Include

- To perform DZ Control and Landing Area duties
  - Understand and *follow the procedures*
- To give Aircraft Support – *follow the procedures*
  - Aircraft starts and refuelling
  - Assist pilots with aircraft movements in/out the hangars
  - Assist pilots with regular cleaning of aircraft inside and out
- To assist aircraft engineers when required – always inform the DZ Manager of hours/days this happens.
- To assist with the Maintenance and cleaning of the infrastructure & facilities
  - Understand and *follow the procedures*
  - Vigilance for required repairs and maintenance
    - Report to Maintenance Department immediately
    - Assist Maintenance Department as required
    - Only use maintenance tools and equipment that you are trained to use and familiar with. Responsible to inform the company if there is any equipment you are not familiar with.
  - Vigilance for required cleaning or tidying
    - Conduct hourly checks on the toilet block; empty bins, add toilet paper/hand towels
    - Pick up rubbish off the floor when walking around
- To offer customer safety care and excellent customer relations
  - Accurately conduct DZ Briefs and Equipment Checks; *following the procedures*
  - Be friendly and approachable to all customers
- To give the activity operational support
  - Anticipate and perform preparation of classrooms, packing floors, additional areas as required
    - View the MyOffice Diary each day for instructions
    - Report any problems with these areas to Ground Crew Team Leader
- Driving duties
  - View the MyOffice Diary each day for instructions
  - Follow driving duties procedures
- To conduct yourself with a high level of efficiency and professionalism at all times.
- To provide and ensure excellent customer service at all times.
- To maintain effective communication with all departments as required
- To participate in regular meetings to share information with;
  - Ground Crew Team Leader, Ground Crew Team Members and Director of Operations
    - Meeting calendars and attendees to be decided as required
- To be open and flexible in your job role and may be required to move between different locations according to operational needs.

## Experience / Skills / Attributes Required

- Experience in general maintenance and/or positions requiring effective communication skills
- Experience working under high-pressure situations
- Time in the industry is preferred.
- Valid EU drivers licence for min. 2 years
- High level of English is required and a good level of Spanish is preferred – if not, a time limit will be given to improve the Spanish language.
- Ability to solve problems in a safe and efficient manner to reduce risk of injury to the public or co workers.
- Self-motivated, hard-working, flexible, punctual, organised.