

**ARTICLE XX – CLASSIFICATIONS AND QUALIFICATIONS**

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2  
3 A. Employees covered by this Agreement will be assigned to a workgroup within the  
4 Fleet Service Group  
5  
6 B. Fleet Service workgroups will be as follows and include two (2) classifications  
7 within each.  
8  
9 1. Ramp  
10 a. Crew Chief – Ramp  
11 b. Fleet Service Agent  
12  
13 2. Control Center (CC)  
14 a. Crew Chief – CC  
15 b. CC Coordinator  
16  
17 3. Central Load Planning (CLP)  
18 a. Crew Chief – Central Load Planning  
19 b. Central Load Planner  
20  
21 C. Fleet Service work consists of Ramp Service, Control Center (CC) and Central  
22 Load Planning (CLP). Separate duty assignments may be established.  
23

24 Ramp Service work includes:

- 25  
26 1. Normal and customary ramp work, including but not limited to work  
27 associated with the handling and transporting of mainline luggage and  
28 material; the loading and unloading of mainline aircraft; the delivery of  
29 mainline baggage and Company material, mainline operations work and  
30 work associated with receipt and dispatch of mainline aircraft.  
31  
32 2. When and where so directed: normal and customary catering work  
33 including, but not limited to work associated with the handling,  
34 transportation and processing of in-flight meal, beverage, snack, and  
35 associated supplies including the packing of beverage kits.  
36  
37 3. When and where so directed: normal and customary cargo work including,  
38 but not limited to work associated with the handling of cargo office and  
39 warehouse functions; normal and customary work associated with the  
40 sorting and transporting of cargo.  
41  
42 4. When and where so directed: normal and customary mail work including but  
43 not limited to the sorting and transporting of mail.  
44

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- 1           5.     When and where so directed: normal and customary ramp service work  
2           including, but not limited to work for both through/turn and RON flights  
3           associated with servicing mainline aircraft, including lavatory and water  
4           systems, cleaning aircraft interiors, arranging passenger service and galley  
5           equipment, trash removal, changing of seat covers, performing minor  
6           preventative maintenance on ground equipment; aircraft movement,  
7           including but not limited to, pushing out/towing of aircraft, brake riding and  
8           other related guideman functions, performing GPU and airstart, deicing  
9           aircraft, the operation of jetways, performing security checks, and any other  
10          station work and other duties associated with the servicing of mainline  
11          aircraft.  
12  
13          6.     When and where so directed: normal and customary ramp service work  
14          including, but not limited to work associated with charter operations in non-  
15          staffed cities, regional aircraft and other non-company aircraft, the operation  
16          of jetways, performing catering security checks, and any other station work.  
17  
18   D.     Control Center (CC) Coordinator work includes:  
19  
20          1.     Normal and customary work associated with the communication required to  
21          coordinate station operations at the Company's Hub and Gateway stations  
22          where such work is being performed by Fleet Service employees as of the  
23          effective date of this Agreement.  
24  
25          2.     When and where so directed: and where a Control Center Coordinator is  
26          utilized, normal and customary work such as,  
27  
28           a.     Ramp traffic control function.  
29  
30           b.     Work associated with the execution of the daily aircraft parking plan.  
31  
32           c.     Coordinating the repositioning of aircraft and proactively monitoring  
33           turn activity per Company guidelines and communicating  
34           irregularities.  
35  
36           d.     Formulating responses to crew calls, including emergency landings  
37           or medical emergencies or other requests associated with  
38           operational needs.  
39  
40           e.     Coordinating with the CC Manager to determine whether to hold  
41           flights for connections along with communicating all decisions to all  
42           station teams.  
43

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- 1                    f.      Working with Customer Operations, Customer Care employees,  
2                    vendors and Airport Authority personnel to help reduce customer  
3                    impact during irregular operations.  
4
- 5 E.      Central Load Planning (CLP) work includes:  
6
- 7                    1.      Normal and customary work associated with the weight and balance, take-  
8                    off weights and communication of such information including preparation  
9                    and distribution of necessary paperwork.  
10
- 11                   2.      In addition, where a Central Load Planner is utilized, such work may include  
12                   other duties associated with load planning work as so directed such as,  
13
- 14                   a.      Monitoring and updating runway, temperature and flap settings to  
15                   calculate aircraft performance and maximum takeoff weight.  
16
- 17                   b.      Working directly with all levels of station personnel regarding  
18                   accommodation of customers, baggage and cargo shipments to be  
19                   boarded on specific flights.  
20
- 21                   c.      Communicating and coordinating with other departments and  
22                   vendors, including Flight Dispatch, Fleet Service, Passenger  
23                   Service, Fueling and Flight Crews regarding fuel distribution, payload  
24                   disposition, payload accommodations, and runway or field  
25                   conditions.  
26
- 27                   d.      Issuing final load manifest and takeoff performance data to flight  
28                   crews via ACARS or voice.  
29
- 30                   e.      Identifying and complying with all weight and balance related  
31                   Minimum Equipment List items.  
32
- 33 F.      Fleet Service Crew Chief work includes the same work as that of an employee in  
34                   their lower classification. Fleet Service Crew Chief is required to lead and direct  
35                   the work of other Fleet Service Agents. In addition, the Crew Chief is a working  
36                   member of the Fleet Service crew. Leading and directing includes but is not limited  
37                   to:  
38
- 39                   1.      Being responsible to management for ensuring compliance with all  
40                   Company policies, including those relating to personal conduct while on the  
41                   job by those employees assigned to him.  
42
- 43                   2.      Providing verbal input to employees related to their performance and/or  
44                   behavior.  
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- 1           3.     Providing verbal and/or written input to management related to an
- 2                     employee's performance and/or behavior.
- 3
- 4           4.     Temporarily resolving legitimate and serious personnel emergencies when
- 5                     management is not present or available.
- 6
- 7           5.     Reasonable and customary administrative functions.
- 8
- 9           6.     Instructing and training other employees where so directed.

10  
11           In addition to the above, the Crew Chief will, upon request, assist management in  
12           areas such as, but not limited to:

- 13
- 14           1.     Periodic evaluation of operational requirements and performance.
- 15
- 16           2.     Operational planning and scheduling.
- 17
- 18           3.     Evaluation of training methods and techniques.
- 19
- 20           4.     Evaluation of equipment, vehicles and tools.

21

22   G.     In stations where Crew Chiefs are utilized, there shall be a minimum of one Crew  
23           Chief for every twelve (12) Fleet Service Agents. This calculation shall be based  
24           upon authorized station Fleet Service headcount excluding employees assigned  
25           as baggage runners (ABR). This assignment minimum shall not apply to the  
26           Control Center or CLP work area, where there shall be no minimum.

27

28   H.     The classification of the Crew Chief may include part time Crew Chiefs. For  
29           purposes of day to day assignments, part time Crew Chiefs may have full time  
30           employees on their crew.

31

32   I.     Employees covered by this Agreement may be assigned to perform duties across  
33           classification or workgroup lines, to give instructions, and on the job training to  
34           employees in the same or other classifications or workgroups, regardless of the  
35           specific position they hold.

36

37   J.     Duty assignment will be defined based on the need of service. A duty assignment  
38           may consist of a single job assignment, or a combination of two or more job  
39           assignments within a workgroup.

40

41   K.     Employees may be cross-utilized in or between workgroups, classifications and  
42           duty assignments under this Agreement, the M&R Agreement or the Stores  
43           Agreement based on the needs of service.

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- 1 L. An open-time agent is an employee who bids or is assigned a schedule, based on  
2 the needs of service and may be inclusive of any workgroup, classification or duty  
3 assignment, or a mixture of classifications and duty assignments under this  
4 Agreement.  
5
- 6 M. Fleet Service employees may be assisted by employees not covered by this  
7 Agreement in through- and turn-flight cleaning to maintain on time performance.  
8
- 9 N. In the interest of cleanliness and safety, employees working in jobs in each of the  
10 workgroups and/or classifications set forth above will be required to perform, as  
11 they always have performed, those housekeeping functions incident to their job as  
12 to work area, and wiping tools and equipment.  
13
- 14 O. Whenever and wherever qualifying tests are used to determine the competency of  
15 an employee for transfers/promotions, along with Company selection process  
16 outlined in **Article X**, if applicable, these tests will be prepared by the Company.  
17 Copies of qualifying tests and of any revised or any new qualifying tests will be  
18 furnished to the Union in soft copy form, prior to their use. When the Union has  
19 objections to any portions of any revisions or of any new qualifying tests, the  
20 objections may be discussed by the Union with the Company upon thirty (30)  
21 calendar days' notice from the date the tests are received. If agreement  
22 concerning the objections cannot be reached, the tests may be placed in effect,  
23 and the Union may take up the disputed points as a grievance under **Article X** of  
24 the Agreement.