



United States
Office of Personnel Management

FWS Job Grading Standard for

Aircraft Attendant

8862

TS-50, 11/85

**Workforce Compensation and Performance Service
Classification Programs Division
June 1998, HRCD-5**

WORK COVERED

This standard is used to grade nonsupervisory work concerned with the servicing of military and civilian aircraft both foreign and domestic. The work involves meeting and guiding incoming aircraft to appropriate parking areas, directing aircraft into parking position through hand signals, securing aircraft (e.g., chock wheels, attach ground wires, and install lock pins and engine covers), refueling aircraft, obtaining and operating aircraft ground support equipment (e. g., gas turbine compressors and auxiliary power units), and servicing (i.e., checking and replenishing) aircraft with oil, hydraulic fluid compressed air, nitrogen, liquid oxygen, demineralized water, and other consumable materials. Most work requires the incidental use of a variety of trade practices associated with occupations such as motor vehicle operating, tractor operating, and fuel distribution system operating.

WORK NOT COVERED

This standard does not cover work that primarily involves:

- Operating vehicles, fork lifts, or tractors when the operation of such equipment represents the highest level of work. (See [Job Grading Standard for Motor Vehicle Operator, 5703](#), [Fork Lift Operator, 5704](#), or [Tractor Operator, 5705](#).)
- Maintenance and repair of fixed and rotary wing aircraft systems, airframes, components, and assemblies. (See [Job Grading Standard for Aircraft Mechanic, 8852](#).)
- Refueling aircraft from hydrants in refueling pits. (See [Job Grading Standard for Fuel Distribution System Operator, 5413](#).)
- Refueling aircraft from fuel vehicles when the operation of the vehicle represents the highest level of work. (See [Job Grading Standard for Motor Vehicle Operator, 5703](#).)
- Loading, securing, and unloading cargo/baggage from aircraft. (See [Job Grading Standard for Laboring, 3502](#), [Fork Lift Operator, 5704](#), [Tractor Operator, 5705](#), or [Aircraft Freight Loading Series, 6968](#).)

TITLES

Jobs graded by this standard are to be titled *Aircraft Attendant*.

GRADE LEVELS

This standard describes two levels of nonsupervisory aircraft attendant work (grades 6 and 7). Depending on the nature of the work performed, grade 6 or 7 may represent the highest nonsupervisory level or full performance level of aircraft attendant work found at a particular work facility.

This standard does not describe all possible grades at which jobs may be established in this occupation, or in any way limit the authority of agencies to assign work or particular duties to positions. If jobs differ substantially from the levels of skill, knowledge, and other work requirements of the grades described in this standard, they may warrant grading either above or below these grades, based on the application of sound job grading principles.

NOTES TO USERS

Since jobs involving aircraft attendant work are often mixed jobs, such work should be graded in accordance with [OPM's mixed job policy](#), as stated in the Introduction to the Federal Wage System, part I. Therefore, if the highest level of work represents a single occupation (e.g., Tractor Operator, 5705), the job should be titled and graded according to the job grading standard (for the single occupation) that represents the highest skill and qualification requirements when such work is performed as a regular and recurring part of the job, even if the duties are not performed for a majority of the time.

8862-6**AIRCRAFT ATTENDANT, GRADE 6****8862-6**

General: Grade 6 aircraft attendants meet a variety of fixed and rotary wing aircraft at designated taxiways. They operate "follow me" vehicles (e.g., pickup trucks or carryalls) to guide arriving aircraft to predetermined parking areas, direct aircraft into parking position, secure aircraft (e.g., install wheel chocks, locking devices, engine covers, and attach ground wires), obtain and operate ground support equipment (e.g., auxiliary electrical power units and gas turbine compressors). Grade 6 aircraft attendants refuel aircraft and provide limited ground service to prepare aircraft for departure (e.g., check and replenish fluids to proper levels in engine oil and hydraulic reservoirs). Grade 6 aircraft attendants typically operate tow tractors with towbars to tow and position ground support equipment near aircraft to be serviced.

Skill and Knowledge: Grade 6 aircraft attendants are knowledgeable in the procedures involved in meeting and guiding aircraft across active runways to parking areas, directing and securing aircraft in parked position, refueling and operating ground support equipment, and providing limited ground service to arriving and departing aircraft (e.g., checking and replenishing oil, hydraulic, and other consumable fluids). Aircraft attendants at this level are skilled in the use of appropriate hand signals to direct aircraft into parking position. They are skilled in the installation of locking devices (e.g., pins and surface control locks), ground wires, wheel chocks, tie downs, and engine intake covers to properly secure parked aircraft. In addition, they are skilled in the setup and operation of ground support equipment such as mobile electric powerplants, air start units, and auxiliary heating and cooling units. They are also skilled in gravity and pressure refueling procedures, checking and replenishing fluids in dry and wet sump hydraulic reservoirs and engine oil tanks to proper levels, and preparing fixed and rotary wing aircraft for departure.

Aircraft attendants are skilled in safe work procedures involving operations such as engine starts and shutdowns and refueling aircraft while engines are operating (i.e., hot refuels). Aircraft attendants at this level must have knowledge of ground traffic control regulations, airfield layout, and appropriate hand signals to direct fixed and rotary wing aircraft. In addition, they must have knowledge of the various auxiliary power requirements (e.g., electrical and/or pneumatic) necessary to start aircraft and the specific types of fuel, engine oil, and hydraulic fluid necessary to service a variety of aircraft. They must also have knowledge of basic information sources such as aircraft technical manuals and applicable publications regarding aircraft servicing.

Responsibility: Aircraft attendants at this level receive oral assignments from the supervisor or a higher grade employee. The assignments are detailed regarding the specific type of aircraft to be met and the services required. Work is performed independently in accordance with instructions, established practices, and technical procedures according to the specific type and model of aircraft to be serviced. Grade 6 aircraft attendants are responsible for the proper use of hand signals during aircraft ground operations (e.g., parking), properly securing aircraft in parked position, the operation of fuel transfer switches during refueling operations, and the safe operation of vehicles and ground support equipment to prevent injury to themselves and damage

8862-6**8862-6**

to aircraft and equipment. They are also responsible to insure that the fuel, hydraulic fluid, engine oil, and other fluids replenished during servicing procedures meet the exact technical specifications for the aircraft being serviced. Work is subject to spot checks for adequacy, and compliance with instructions and standard operating procedures.

Physical Effort: Grade 6 aircraft attendants exert light to moderate physical effort while performing duties such as operating flightline vehicles (e.g., tugs and vans), uncoupling and making couplings between vehicles and towed equipment, and occasionally are required to lift objects in excess of 23 kilograms (50 pounds). The work requires frequent kneeling, stooping, bending, reaching, and climbing on and under aircraft.

Working Conditions: Grade 6 aircraft attendants work outside and are exposed to all kinds of weather conditions. Aircraft attendants are exposed to the possibility of injury (e.g., electrical shocks, bruises, cuts, and burns) from auxiliary electrical equipment, falls from aircraft, hot brakes, moveable surface controls (e.g., speed brakes), pressurized liquids and gases, high levels of noise, rotating rotor blades, and jet engine intakes and exhausts. They follow safety regulations and use safety equipment to avoid possible hazards in the work area.

8862-7**AIRCRAFT ATTENDANT, GRADE 7****8862-7**

General: Grade 7 aircraft attendants, similar to the grade 6 level, meet a variety of fixed and rotary wing aircraft at designated taxiways, guide incoming aircraft to predetermined parking areas, direct aircraft into parking position, secure aircraft in parked position, operate ground support equipment, refuel aircraft, service (i.e., check and replenish) engine oil and hydraulic fluid reservoirs, and prepare aircraft for departure. However, in addition, grade 7 aircraft attendants service hydraulic accumulators, landing gear struts, and pneumatic and oxygen (i.e., gaseous and liquid) systems in comparison with aircraft servicing work at the grade 6 level, the servicing work at the grade 7 level involves more difficult and complex servicing procedures (e.g., liquid oxygen and pneumatic systems). Aircraft servicing work at this level requires a higher level of knowledge and responsibility.

Skill and Knowledge: In comparison with the grade 6, the grade 7 aircraft attendant applies the same level of skill and knowledge as the grade 6 in meeting, guiding, directing, securing, refueling, operating ground support equipment (e.g., auxiliary power units), and servicing engine oil tanks and hydraulic fluid reservoirs. However, in addition, the grade 7 applies a greater level of knowledge in accomplishing more difficult and complex servicing operations involved in servicing components and systems such as hydraulic accumulators, landing gear struts, and oxygen and pneumatic systems. The grade 7 aircraft attendant must have a thorough knowledge of specific servicing requirements for each component and type of system according to the aircraft to be serviced (e.g., specialized hose adaptors for pneumatic systems on certain aircraft, type of gas, and refill and critical pressures), preservicing procedures on oxygen and pneumatic servicing carts (e.g., building up transfer pressure in liquid oxygen trailers and setting manifold control and regulator valves), and the effect of ambient temperatures on oxygen and pneumatic servicing procedures. The grade 7 aircraft attendant is also skilled in various techniques and procedures necessary to check and refill liquid oxygen converters, hydraulic accumulators, landing gear struts, pneumatic and gaseous oxygen systems on a variety of aircraft. The aircraft attendant at this level must have a practical understanding of the hydraulic and pneumatic principles governing the behavior of liquids and gases utilized in servicing equipment (e.g., gaseous servicing trailers) and the components and systems (e.g., liquid oxygen converters and hydraulic accumulators) being serviced to insure proper servicing. The grade 7 is skilled in the setup, adjustment, and operation of liquid oxygen and pneumatic servicing trailers.

Responsibility: In comparison with the grade 6, the grade 7 aircraft attendant has a similar level of responsibility for guiding, directing, securing, refueling, providing auxiliary power, checking and refilling hydraulic and oil reservoirs, and preparing aircraft for departure. However, the grade 7 also has responsibility for performing more difficult and complex servicing operations than the grade 6 aircraft attendant (e.g., servicing pneumatic and oxygen systems, hydraulic accumulators, and landing gear struts). The grade 7 aircraft attendant is responsible for determining the exact amount of gaseous material to be recharged into the aircraft system or component being serviced such as hydraulic accumulators. The servicing operations performed at

8862-7**8862-7**

this level require a greater degree of independence and a higher level of responsibility than the work performed at the grade 6 level. Aircraft attendants at this level are responsible for the safe setup and operation of liquid oxygen and pneumatic servicing trailers. They must be continually aware of regulator settings, gauge readings, ambient temperatures, and other similar variables that may affect servicing procedures. Work assignments at this level are usually made by the supervisor in the form of written and/or oral instructions. The assignments are usually stated in general terms. Work at this level is accomplished with no in progress review completed work is spot checked to assure compliance with required servicing specifications and established practices.

Physical Effort: Physical effort at this level is the same as that described at the [grade 6 level](#).

Working Conditions: Working conditions at this level are the same as those at the [grade 6 level](#).