



Airline Lead Cross Utilized Agent

Washington County offers a full compensation package that reflects how much we value our employees. Please take a look at what you can expect to earn as an **Airline Lead Cross Utilized Agent** during your first year as a full time Employee with Washington County Government:

- ✓ **Sixty (60) Paid Personal Hours**
- ✓ **Eighty (80) Paid Vacation Hours**
- ✓ **Fourteen (14) Paid Holidays**
- ✓ **One Hundred & Twenty (120) Paid Sick Hours**
- ✓ **County and Employee funded Healthcare including Health, Prescription, Dental and Vision Coverage**
- ✓ **County Paid Employee Assistance Plan**
- ✓ **County Paid Life Insurance**
- ✓ **County Paid Accidental Death and Dismemberment Insurance**
- ✓ **County Paid Short Term Disability Insurance**
- ✓ **County Paid Long Term Disability Insurance**
- ✓ **Up to \$2,500.00 Annual Tuition Reimbursement Assistance**
- ✓ **County and Employee funded Defined Pension Plan**
 - **Vested in just five (5) years.**
 - **Credit for Prior Active Military Service and Unused Paid Sick Days.**
- ✓ **An Annual minimum Salary of \$47,986.00 starting..**

If our **Airline Lead Cross Utilized Agent** comprehensive compensation package interests you, please continue reading through our job posting to learn more about the position's duties, responsibilities, prerequisites, etc. and apply online today.



| | | | |
|--------------------|--|---------------------|-------------------|
| JOB TITLE: | Airline Lead Cross Utilized Agent (ALCUA) | GRADE | 8 |
| DEPARTMENT: | Hagerstown Regional Airport | FLSA STATUS: | Non-Exempt |
| REPORTS TO: | Airline Station Manager | | |

GENERAL RESPONSIBILITIES:

Under the supervision of the Airline Station Manager, this position is responsible for the smooth operation and regulatory compliance of airline flights at HGR. Duties shall include fulfilling an assigned role within a team of trained persons providing "above wing" (customer service) and "below wing" (ground operations) services in support of airline flights. A Cross Utilized Agent is one who is trained to perform any of nearly a dozen described roles, including the indoor, customer-facing positions (such as ticketing, reservations, customer service, gate agent) and those outdoor positions (such as baggage handling, aircraft marshaling, etc.) in support of scheduled airline flights to and from the airport. This role is experienced upon hire and/or quickly becomes skilled and fully competent to perform any and all roles as assigned. The successful applicant shall possess leadership skills, qualities and personality traits that equip them to train and mentor other less-experienced, part-time employees. The Lead Airline Cross Utilized Agent (LACUA) works a schedule which is extremely flexible and thus complements the Airline Station Manager. The LACUA is able to independently direct, supervise and lead the entire effort of each assigned flight in the absence of the Airline Station Manager, freeing them up from otherwise having to work at the airport 5-7 days a week.

ESSENTIAL TASKS:

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position).

1. Able to successfully lead a team of employees to perform all necessary flight support functions and do so in the absence of and without the help of the Airline Station Manager.
2. Shall be required to train for, become competent in and perform all designated airline support roles and functions including but not limited to: Ground Security Coordinator/Customer Service/Ticketing Agent/Gate Agent, Passenger Boarding Bridge Driver, Snack Bar Cashier, Left Wing, Right Wing, Lead Marshaller, Ground Operations Agent, Designated Ramp Observer 1 & 2, Deicing (Sprayer & Driver), Baggage Handler/Bag Room, etc.
3. As assigned, may sell airline tickets, check-in baggage, make announcements, move and position passenger boarding bridge or portable boarding stairs, prepare passengers and cargo, marshal aircraft, load/unload baggage, service lavatories, deice aircraft, operate push-back tugs, ground support equipment and perform other indoor and outdoor tasks as needed to support the airline flights.
4. Operate heavy, motorized machinery/equipment including, but not limited to tugs, tractors, belt loaders, bag carts, pushback tractors, deicers, etc.

5. Lead others by example from the front rather than from behind; motivate to achieve results by exemplifying integrity, professionalism, and excellent communication skills.
6. Establish, promote and maintain a safe environment for aircraft, passengers, related airport facilities, and employee working areas. Proactively address issues and provide corrective action as required.
7. Assist Airline Station Manager with establishing and maintaining friendly and effective community relations as a local airline liaison with airport staff, County staff and officials, FAA, TSA, emergency managers, police and fire departments.
8. Assist the Airline Station Manager with interviewing, hiring, training and evaluating airline support staff.
9. Other duties as assigned by the Airline Station Manager, the Deputy Director or the Airport Director.

KNOWLEDGE, SKILLS AND ABILITIES:

Minimum (1) year of prior airline ground operations and customer service experience required with six months of supervisory experience desired. General knowledge of proper business English and spelling; ability to answer inquiries and assist the general public in a patient and courteous manner; ability to understand and follow oral and written instructions; ability to quickly and accurately operate personal computer including any required software; ability to establish and maintain healthy, respectful and effective working relationships with associates and the general public; ability to work under pressure and in a team- oriented environment; ability to administer practices in a fair and equitable manner, where all employees, customers, vendors, and other third parties are treated with respect; ability to provide fellow employees with the same caring attitude and level of concern as they are expected to share externally with every Airline and Washington County Customer.

EDUCATION AND EXPERIENCE:

High School Diploma or equivalent; College preferred.

SUPERVISES:

Numerous Airline Customer Service Representatives / Ground Operations Agents.

INTERACTIONS:

HGR Airport Director, Deputy Director, Airline Station Manager, Airport Facilities Manager, HGR employees, Customers, Service providers, Vendors, Regulatory agencies, and other County personnel.

REQUIREMENTS & QUALIFICATIONS:

1. Good planning, communication (both written and verbal) and organizational skills are required. Able to speak very clear English, properly pronounce words and names, speak at proper speed and with accuracy, proper pausing, enunciation to be heard clearly.
2. Must possess excellent leadership, speech and customer service skills. Must be able to resolve service issues in a timely manner using tact and diplomacy.
3. Must possess a strong work ethic, be able to be consistently schedule-aware, always on-time and avoiding tardiness, combined with unusual schedule flexibility to support all hours of the

Airline Operation. Must be willing to work a flexible schedule including varying and irregular shifts, days, late nights, early mornings, weekends and holidays.

4. Must be sufficiently assertive in personality to take action as needed, intervene and direct others as a person of authority.

5. Must be at least 18 years of age and possess a valid driver's license.

6. Must pass ten (10) year background check and five (5) year pre-employment drug screen.

7. Must have authorization to work in the U.S. as defined in the Immigrations Act of 1986.

8. Must be able to attend and successfully pass all required training within sixty (60) days of hire.

9. Must be certified as a Ground Security Coordinator (GSC) or obtain certification within sixty days. Any and all other required airline certifications must be completed within 120 days of hire. Includes both computer-based training & on-the-job training.

10. Must be able to continuously maintain compliance with USDOT drug and alcohol testing requirements.

11. Must be able to prioritize work and possess extreme schedule flexibility to meet operational needs. Will be asked to shift schedule, adjust hours, flex one's time, and/or work unusual hours to meet operational need including early mornings, evenings, nights, and weekends.

12. Required to complete and pass a TSA mandated Criminal History Records Check and a Security Threat Assessment and meet all other County, State, or Federal requirements.

PHYSICAL REQUIREMENTS:

Must be able to push/pull 300 pounds. Must be able to pick up 70 pounds, from the floor to waist level or higher then carry it in front of you with both hands for a distance of up to 25 feet and have the ability to lift that same weight above shoulders on a continuous basis; must have physical dexterity sufficient to perform repetitive tasks and motions, including bending at the waist and knees, squatting, kneeling, crawling, twisting and sustaining those positions for extended amounts of time. Must be able and keep them above their head for extended periods of time. Must possess hand-eye coordination, above-average fitness, stamina and a good sense of balance. Must have sufficient vision and ability to safely perform the essential functions of the position. Airport environment; Indoors and Outdoors. All-weather, outdoor conditions where extreme noise, precipitation, temperature ranges and potentially hazardous conditions may be encountered. Ability and willingness to wear Personal Protective Equipment (PPE) such as high visibility clothing, hearing protection, safety glasses and other items as required.

Revised: 2/2016, 1/2019, 12/2023, 01/2025

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

Easy Ways to Apply:

1. Visit our website at <https://www.washco-md.net/jobs/>
or
2. Complete and email an Application to HR@washco-md.net
or
3. Complete and mail Application to:
Washington County Human Resources Department,
100 W. Washington Street, Room 2300,
Hagerstown, Maryland 21740

Washington County is an Equal Opportunity Employer. Individuals requiring special accommodations or assistance are requested to contact the Human Resources Department at 240-313-2350, Voice or TDD (D/HH use 711) M/F/H/V.

DEADLINE FOR FILING APPLICATIONS WITH HUMAN RESOURCES:

Wednesday, July 23rd, 2025 @ 4:00pm