



Job Title:	Baggage Handler	Job Category:	Non-Exempt
Department/Group:	Depot	Reports To:	Depot Manager
Location:	Omaha, NE	Travel Required:	None
Position(s) Supervised:	None	Position Type:	

Applications Accepted By:

FAX OR EMAIL:

319-753-2916
 ccherry@burlingtontrailways.com
 Subject Line: Baggage Handler

MAIL:

Human Resources
 Burlington Trailways
 PO Box 531
 West Burlington, IA 52655

Job Description

SUMMARY

Handle baggage for travelers at transportation terminals. Shovels snow and clears areas where passengers may have foot traffic. Assists in or cleans depot and other passenger facilities including motor coaches.

REASONABLE ACCOMMODATIONS STATEMENT

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

ESSENTIAL FUNCTIONS

- Load and unload passenger luggage and/or trunks from bus cargo bays.
- Load and unload freight and packages to and from rooms, loading areas, vehicles, or transportation terminals, by hand or using baggage carts.
- Greet customers and assist with information as to facilities and transfer points.
- Assist physically challenged travelers and other guests with special needs.
- Maintain clean lobbies or entrance areas for travelers or guests.
- Act as part of the security team at transportation terminals by notifying management of any suspicious activity or objects.
- Sweep and mop customer waiting areas.
- Empty trash and clean up trash in customer waiting areas.
- Clean and or sweep outside areas surrounding the company location.
- Sweep, mop, dump, and fuel buses as required. (Baggage Handlers with valid CDL will fuel and fill buses)
- Shovel snow, ice, and apply ice melting agents as required.

Initials _____

POSITION QUALIFICATIONS

COMPETENCY STATEMENT(S)

- Working Under Pressure - Ability to complete assigned tasks under stressful situations.
- Honesty / Integrity - Ability to be truthful and be seen as credible in the workplace.
- Accountability - Ability to accept responsibility and account for his/her actions.
- Friendly - Ability to exhibit a cheerful demeanor toward others.
- Decision Making - Ability to make critical decisions while following company procedures.
- Communication, Oral - Ability to communicate effectively with others using the spoken word.
- Safety Awareness - Ability to identify and correct conditions that affect employee safety.
- Energetic - Ability to work at a sustained pace and produce quality work.
- Detail Oriented - Ability to pay attention to the minute details of a project or task.
- Customer Oriented - Ability to take care of the customers' needs while following company procedures.
- Accuracy - Ability to perform work accurately and thoroughly.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

High School Diploma or equivalent

PREFERRED SKILLS

Excellent customer service skills

Knowledge of Geography

It is preferred but not required that baggage handlers have a valid CDL Class B with passenger endorsement to assist with shuttling of motor coach to and from maintenance and/or fueling facilities.

PHYSICAL DEMANDS

- | | |
|---------------------------|--|
| N (Not Applicable) | Activity is not applicable to this position. |
| O (Occasionally) | Position requires this activity up to 33% of the time (0 - 2.5+ hrs./day) |
| F (Frequently) | Position requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs./day) |
| C (Constantly) | Position requires this activity more than 66% of the time (5.5+ hrs./day) |



PHYSICAL DEMANDS		LIFT/CARRY	
Stand	C	10 lbs. or less	F
Walk	C	11-20 lbs.	F
Sit	O	21-50 lbs.	F
Manually Manipulate	F	51-100 lbs.	F
Reach Outward	F	Over 100 lbs.	F
Reach Above Shoulder	F		
Climb	F	PUSH/PULL	
Crawl	F	12 lbs. or less	F
Squat or Kneel	F	13-25 lbs.	F
Bend	F	26-40 lbs.	F
Grasp	F	41-100 lbs.	F
Speak	F		
ADDITIONAL NOTES			
This position will be exposed to outdoor weather conditions.			
The company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the company reserves the right to change this job description and/or assign tasks for the employee to perform, as the company may deem appropriate.			
EQUAL EMPLOYMENT OPPORTUNITY			
Burlington Trailways is an equal opportunity employer. In accordance with applicable law, we prohibit discrimination against any applicant or employee based on any legally-recognized basis, including, but not limited to: veteran status, uniformed servicemember status, race, color, religion, sex, pregnancy (including childbirth, lactation or related medical conditions), age (40 and over), national origin or ancestry, physical or mental disability, genetic information (including testing and characteristics) or any other consideration protected by federal, state or local law. Our commitment to equal opportunity employment applies to all persons involved in our operations and prohibits unlawful discrimination by any employee, including supervisors and co-workers.			
AGREED TO AND UNDERSTOOD:			
Print	Signature	Date	

Initials _____