

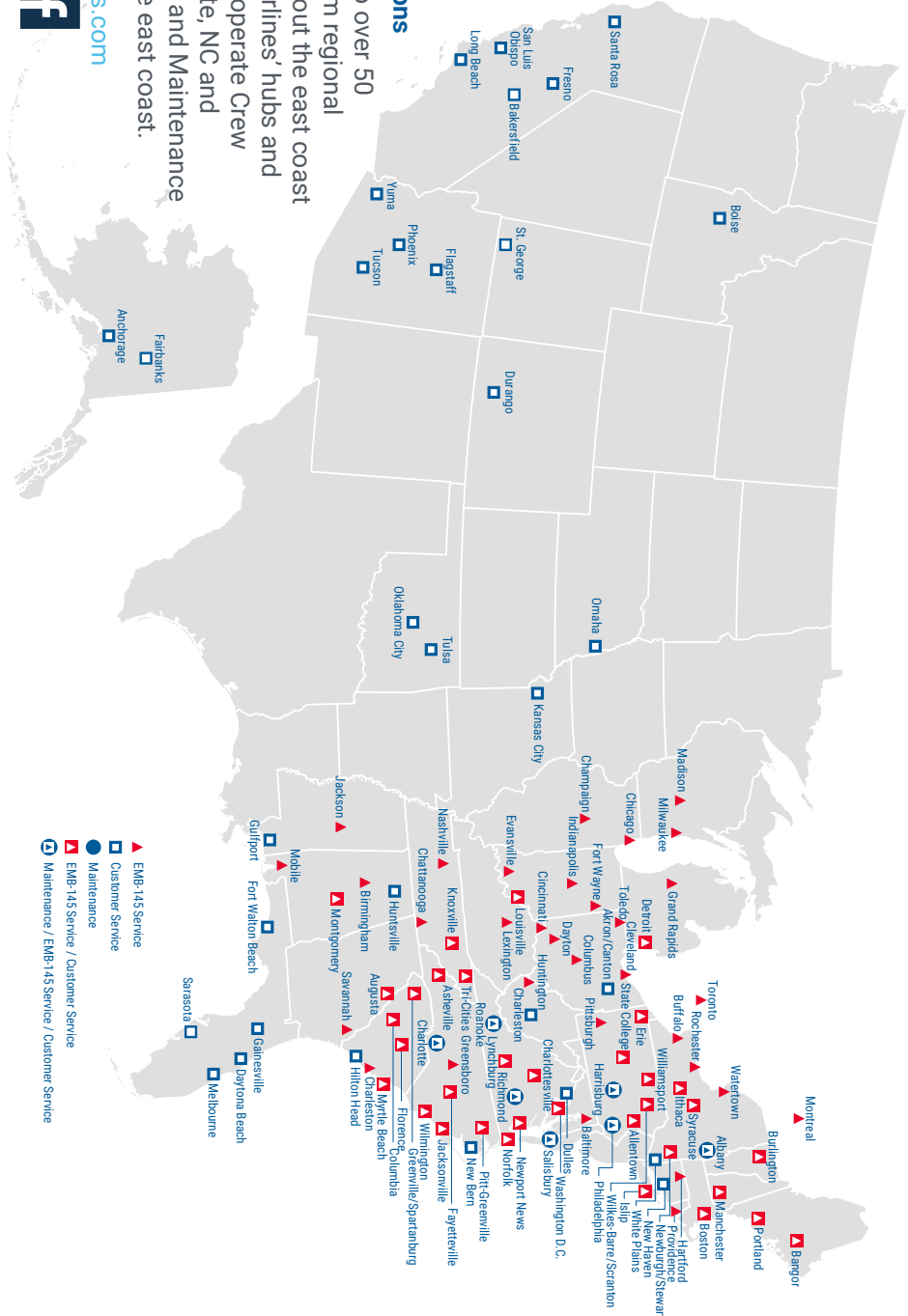
# The Face of the Airline

Ground Handling Careers with  
Piedmont Airlines



## Routes & Locations

Piedmont flies to over 50 destinations, from regional markets throughout the east coast into American Airlines' hubs and focus cities. We operate Crew Bases in Charlotte, NC and Philadelphia, PA, and Maintenance Bases across the east coast.



# Discover Your Journey

Piedmont customer service and ramp agents are known throughout the industry for safe, reliable service. Agents represent the American Airlines brand with knowledge, compassion and class.



### Ramp Agent

Ramp agents handle luggage, load/unload aircraft, service and clean aircraft, operate ground support equipment (GSE), marshal aircraft, assist passengers and perform other duties as assigned. Ramp agents work outdoors in a fast-paced airport environment and are expected to work as a team to meet corporate goals for on-time departures, baggage performance and customer satisfaction.



### Gate Agent

Gate agents provide front-line customer service to passengers in the boarding area. Duties include creating and modifying flight itineraries, changing seat assignments, making boarding announcements, assisting passengers with special requests and needs, assisting passengers with luggage and operating the passenger boarding bridge. Gate agents are expected to work as a team to meet corporate goals for on-time departures, baggage performance and customer satisfaction.



### Cross-trained Agent

Cross-trained agents are trained to perform the job functions of both a ramp agent and gate agent (see qualifications to the left). Cross-trained agents may also work the bag service office (BSO) and Ticket Counter.

## Career Advancement Opportunities

While you may start as a ramp or gate agent, you'll have the opportunity to advance your career at Piedmont. Work your way up to supervisor, manager or upper management and enjoy greater pay and benefits. With our training program and mentorship opportunities, we'll give you the tools to take your career as high as you want.

| ENTRY                                                                                           | SUPERVISOR                                                                                                     | MANAGER                                                                                                                  | UPPER MANAGEMENT                                                                   |
|-------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|
| Gate Agent<br>Ramp Agent<br>Cross-trained Agent<br>Tower Agent<br>TMS Agent<br>Facilities Agent | Gate Supervisor<br>Ramp Supervisor<br>Cross-trained Supervisor<br>Training Supervisor<br>Facilities Supervisor | Gate Unit Manager<br>Ramp Unit Manager<br>Customer Service Manager<br>Tower Manager<br>TMS Manager<br>Facilities Manager | General Manager<br>Gate Duty Manager<br>Ramp Duty Manager<br>Training Duty Manager |

## Minimum Qualifications

- Must be 18 years of age or older
- Have a high school diploma or equivalent GED
- Have a valid driver's license (with clean driving record)
- Be able to pass a background check
- Be able to work shifts including nights, weekends and holidays
- Be able to work outside in all weather conditions
- Be able to lift up to 70 pounds
- Be able to stand for long periods of time, stoop, bend, kneel, crouch and twist

## Preferred Qualifications

- Previous airline experience
- Previous employment as a front-line customer service provider
- Strong knowledge of computer functions, applications and usage

## Learn More

Questions about applying? Connect with a recruiter, email [piedmontrecruiting@aa.com](mailto:piedmontrecruiting@aa.com) to learn more.

Or **scan the QR code** to learn more and apply.



## Benefits

- Holiday pay
- Vacation
- Sick time
- Affordable health insurance (medical, dental and flexible spending)
- Life Insurance
- 401(k) company match
- Profit sharing



## Paid Training

- Pre-course online classes
- Classroom training
- On-the-job training (OJT)



## Travel For Free

- Enjoy American Airlines industry-best, no-cost travel
- Immediate family members also fly for free