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AUTHOR Zaharevitz, Walter
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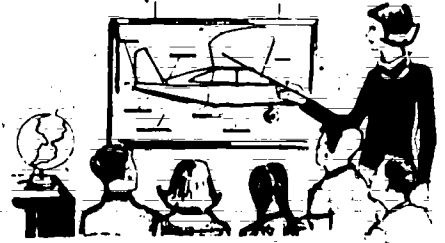
ABSTRACT

This booklet, one in a series on aviation careers, outlines the variety of careers available in airlines. The first part of the booklet provides general information about careers in the airline industry, including salaries, working conditions, job requirements, and projected job opportunities. In the main part of the booklet, the following 22 job categories and their subcategories are summarized: flight dispatcher, meteorologist, schedule coordinator, station manager or agent, teletypist, reservations sales agent, ticket agent, ground attendant, skycap, air freight/cargo agent, passenger service agent, sales representative/account executive, district sales manager, ramp serviceperson, cabin maintenance mechanic, food service employees, ramp planner, auto mechanic, engineer, airline training instructors, administration personnel, and professional airline personnel. For each job classification, information on the nature of the work, working conditions, where the jobs are, qualifications, wages, opportunities for training, and outlook for the future is provided. The final section projects future employment opportunities in the airlines industry. (KC)

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DEPARTMENT OF TRANSPORTATION/FEDERAL AVIATION ADMINISTRATION
OFFICE OF AVIATION POLICY/WASHINGTON, D.C. 20591

Aviation Careers Series

AIRLINE CAREERS

by
Walter Zaharevitz

(Revised 1980)

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GENERAL INFORMATION

Career opportunities with the airlines range from those requiring practically no training (cleaners) to those demanding college degrees (aeronautical engineers) and years of intensive training and experience (pilots). In between are dozens of jobs calling for a variety of educational achievement levels, skills, and personal characteristics: Brief descriptions of the nature of these jobs, working conditions, wages, opportunities for advancement, and requirements for entry are outlined on the following pages. Data about airline pilots, co-pilots, flight engineers, flight attendants, and mechanics are omitted, as they are contained in other pamphlets of our series on aviation careers.

Salaries, working conditions, and opportunities for advancement vary according to the size of the airline. The larger the airline, the greater the opportunities -- and the competition. Scheduled airlines of the United States range in size from those with less than 50 employees and two stations to those with more than 45,000 employees working in 127 locations. Several U.S. international airlines fly to foreign airports throughout the world. Big trunk routes span the continent connecting large population centers. A number of these airlines also fly over international waters to Alaska, Hawaii, and to Caribbean destinations. Other airlines are local service carriers that fly within a region of the United States, giving service to smaller communities and connecting them with the big cities serviced by the trunk airlines. In addition, there are a small number of all-cargo airlines, numerous carriers flying only within the boundaries of a state, and some supplemental air carriers that fly passengers and cargo on unscheduled, charter flights. "Third level" airlines that fly light aircraft over short routes on schedules to connect with trunk and local service airlines are showing steady growth. Some of these airlines operate small business-type jets.

In general, most airline jobs require a high school diploma. All workers regardless of their jobs, are given some degree of on-the-job training. Some private technical schools offer courses in airline operations such as reservations, ticketing, teletypist and flight attendant training. This training may give an applicant an advantage, but as airlines have their own training procedures, interested applicants are urged to check with the airline of their choice to see what pre-employment training is required.

The airline industry is characterized by periodic updating of equipment and working methods, requiring re-training of personnel from time to time. Few industries are so involved with employee training programs which give employees new skills at the company's expense and keep them abreast of new equipment techniques. Whether a pilot, mechanic, flight attendant, baggage handler, ticket sales agent, or a manager, periodic training is mandatory. These expanding training programs provide opportunities for employees to advance to jobs on training staffs.

Employees enjoy such benefits as paid vacation, holidays and sick leave, group accident and sickness, life and dental insurance coverage, retirement income plans, credit unions for savings and loan purposes, employee suggestion programs with cash awards, and free air travel or air travel at greatly reduced rates for employees and members of their families. In addition, they often receive large discounts for travel on international airlines and for hotel accommodations at holiday destinations. The average annual compensation of airline employees is about \$28,000 or close to the top for all U.S. industry.

Promotions are almost always made from within the company as vacancies are filled by advancing the best qualified workers from the ranks. Merit promotions are made periodically on the basis of evaluation of the employees' work.

Shift work is a characteristic of many jobs with the airlines, for passengers travel all hours of the day and night and passenger and air cargo services must be available. Dissatisfaction with shift work is the most common cause of job turnover, even though hourly wages are increased for workers on afternoon and evening shifts. Smoking on the job is prohibited wherever the job is involved with cleaning, servicing or overhauling the aircraft, or when dealing with the public.

Uniforms are required by all personnel who deal directly with the public, who are normally seen by the public, or who need special clothing for utility or sanitary reasons (cleaners, mechanics, and kitchen workers). While employees are usually required to purchase their own uniforms, the need for a certain amount of personal clothing for working hours is thereby reduced.

Airline jobs are located in every city airlines serve and even in a few they do not serve. Of course, the larger the city, the greater the variety of airline job opportunities. The largest concentrations of airline career opportunities are found in such cities as New York, Chicago, Los Angeles, San Francisco, Miami, Washington, D.C., Detroit, Kansas City, Atlanta, Boston, Cleveland and Seattle. An applicant may obtain career information by writing to the airline he or she is interested in. In addition, foreign airlines flying into U.S. airports employ thousands of U.S. employees to handle their passenger and air cargo business and to service their aircraft during stopovers. These employment opportunities should not be overlooked.

The airline industry is a young industry and it attracts youth. Morale is high among employees who seem to acquire a certain loyalty to their company and to the airline industry. While the average turnover in U.S. industry runs about four percent per month, turnover within the airlines amounts to one percent per month. Jobs with the airlines tend to carry an aura of prestige in the community, reflecting the vitality of technological progress and the romance and excitement associated with air travel and far away places.

"Flight Dispatcher"

Nature of the Work: In cooperation with the pilot, the flight dispatcher furnishes a flight plan that enables the aircraft to arrive at its destination on schedule with the maximum payload and the least operating cost. The flight dispatcher considers enroute and destination weather, winds aloft, alternate destinations, fuel required, altitudes, and traffic flow. The dispatcher's signature, along with that of the pilot, releases the aircraft for flight. He or she maintains constant watch on all flights dispatched and is the go-between for the pilot and ground service personnel. She or he keeps all personnel concerned with the flight informed as to the status of the flight, and must be familiar with navigation facilities over airline routes and at airports and with takeoff, cruising and landing characteristics of all types of aircraft operated by the airline. Flight dispatchers must also take periodic flights to observe flight routes, conditions, and airports, riding in the cockpit with the flight crew.

Working Conditions: He or she works indoors at the airport in the airline operations office. She or he uses slide rules, weather charts and information, loading reports, and hand computers. A forty-hour week with shift work is normal. The flight dispatcher frequently works under pressure, especially when flying weather is bad. He or she must make many rapid decisions concerning safety, flight regulations, and the economy of operations. This employee is surrounded by teletype machines, telephones, and intercom systems in a noisy, busy atmosphere. If the flight dispatcher works for a small airline, she or he also carries on the duties of a meteorologist and schedule coordinator.

Wages: Wages are from \$24,000 to \$31,000 per year, depending upon the size of the airline.

Opportunities for Advancement: Flight dispatchers have moved up into this position from jobs as former dispatch clerks, junior flight dispatchers, radio operators, meteorologists, or station managers. Large airlines employ senior dispatchers who specialize in coordinating the economic factors of every flight. Promotion is from within. Experience as an airline dispatcher may be used in qualifying for a job as an air traffic controller with the Federal Aviation Administration or as an airport director.

Requirements for the Job: A college degree with a major in air transportation or meteorology is acceptable preparation. One must have good vision, hearing, enunciation, and an FAA dispatcher's license. He or she must know thoroughly the Civil Air Regulations and airline operations based on years of experience in airline communications or meteorology.

"Meteorologist"

Nature of the Work: The meteorologist analyzes weather data and prepares weather reports for the flight dispatcher, pilots, and other airline personnel concerned with weather information. The meteorologist assists the flight dispatcher in preparing flight plans.

Working Conditions: The meteorologist works indoors at the airport in the airline operations office, uses weather facsimile machines, teletype machine, weather charts, and other meteorological data. Shift work is required and the normal work week consists of forty hours.

Wages: Wages are from \$18,000 to \$27,000 per year, depending upon the size of the airline.

Opportunities for Advancement: With a large airline, she or he may become chief meteorologist or take a position as an assistant flight dispatcher. The employee may also use this experience to become a meteorologist for the U.S. Weather Bureau.

Requirements for the Job: A college degree with a major in meteorology is required. Experience with military weather services or with the U.S. Weather Bureau is frequently required. Meteorology training can be obtained with the military services, especially as a meteorological technician.

"Schedule Coordinator"

Nature of the Work: The schedule coordinator keeps track of the whereabouts of aircraft and crews; receives and relays reports of delays due to weather and mechanical problems; notifies all concerned regarding delays or changes; and gives orders for substitution of aircraft when required. He or she works with diversions of flights to alternate airports, weather factors affecting air traffic, seating arrangements of planes, turn-arounds, estimated time of arrival, and unscheduled stops. She or he also works out aircraft availability, taking into consideration servicing and maintenance requirements with time frequencies varying from 24 to 48,000 hours. The schedule coordinator handles crew scheduling, considering sick calls, vacations, days off, use-up flight hours, "dead-heading", types of aircraft for which crew is trained, and seniority bids or choices of flights selected by crew members. All this work is in the interest of maintaining on-time, efficient service for passengers and shippers of air freight.

Working Conditions: The employee works indoors at the airport in the airline operations office. He or she is in a busy atmosphere, surrounded by banks of phones, teletype machines, computers, and charts, at times working under pressure. She or he works cooperatively with colleagues. A forty-hour work week, with shift work, is normal.

Wages: Annual wages are from \$18,000 to \$27,000, depending upon the size of the airline.

Opportunities for Advancement: The schedule coordinator starts as a clerk with responsibilities in one or two areas but may advance to assistant, senior and then chief of schedule control. He or she may also work up to a position in the dispatcher's office as general dispatch clerk or an operations planner.

Requirements for the Job: A college degree with a major in air transport operations is acceptable preparation.

"Station Manager or Agent" (District Operations Manager)

Nature of the Work: The station manager or agent is responsible for all flight and ground operations for the airline at a particular airport -- aircraft handling, passenger services, and air cargo operations. At a small station, she or he may perform many of these services personally, such as selling tickets, making public announcements, checking in baggage, moving portable stairs, preparing passenger and air cargo manifests, operating teletype machine, etc.

Working Conditions: He or she works in an office at the airport and may sometimes work outdoors depending upon the size of the airport and the staff. Shift work is required during a forty-hour week.

Wages: Annual wages are from \$18,000 to \$50,000 depending upon the size of the airline.

"Teletypist"

Nature of the Work: The teletypist operates teletype machines, sending messages, receiving them, and relaying them to proper departments and to other stations on the airline's routes, and files messages as required.

Working Conditions: This employee works indoors at the airport in the airline's operations office or in other offices where teletype machines are used. Shift work is required during a forty-hour work week.

Wages: Wages are from \$7,000 to \$14,000 per year, depending upon the size of the airline.

Opportunities for Advancement: She or he may advance to a supervisory position.

Requirements for the Job: A high school graduate is preferred. Additional training in teletype operations and procedures at schools offering such courses is preferred. The minimum typing speed is 40 words per minute. The teletypist needs to know codes and symbols used in airline communications.

"Reservations Sales Agent"

Nature of the Work: The reservations sales agent handles telephone inquiries about complex flight schedules, fares, and connecting flights and reserves seats and cargo space for customers. He or she operates computerized reservations equipment, keeps records of reservations, and must be able to recommend services which fit customer's requirements and be familiar with routes and schedules of other airlines.

Working Conditions: She or he works indoors at the airport in the airline operations office. Shift work is required during a forty-hour work week. Work is interesting as no two calls are the same and many challenges occur as the employee works out the passenger's travel requirements.

Wages: Wages are from \$822 to \$1,141 per month, depending upon the size of the airline.

Opportunities for Advancement: He or she may advance to supervisor, monitoring employees' handling of inquiries, or to training positions. She or he may also be assigned to handle "executive accounts" or firms with special "vacation packages" offered by the airline -- jobs reserved for the more experienced and higher paid agents. The employee may transfer to a job of ticket agent. Reservations work is a principal route to a management position for the persistent worker, as turnover, due to shift work, is high and promotion opportunities are frequently available.

Requirements for the Job: Requirements include: high school graduation, 18 to 20 minimum years of age, with additional one or two years' training in airline operations at schools offering such courses, or experience in public telephone contact work preferred. Airlines offer on-the-job training. Accuracy and speed on the job are essential. A good telephone voice, English usage, and the ability to "project" oneself over the phone are necessary. At least one year of prior public contact experience, preferably in sales, public relations, or similar work is needed. College may be considered as a substitute for prior work experience. You must be available for shift work. Air cargo reservations agents may be required to have some experience in shipping operations.

"Ticket Agent"

Nature of the Work: The ticket agent answers inquiries about flight schedules and fares, verifies reservations by phone, figures fares, writes tickets, handles cash payments or credit card sales. The ticket agent may check in passenger's baggage, if the agent works at the air terminal ticket counter. She or he uses telephone and reservations computer equipment.

Working Conditions: He or she works at downtown or hotel airline ticket offices during business hours. Shift work is necessary, if employed at the airport counters. The employee must wear a uniform.

Wages: Wages are from \$822 to \$1,141 per month, plus additional pay for late shift work.

Opportunities for Advancement: She or he may advance to the job of passenger service agent or station agent, chief of the ticket office, or to a job on the instructional staff. He or she may also join the staff as sales representative. Superior employees are often considered for junior management training.

Requirements for the Job: The minimum age varies from 18 to 20 years. Graduation from high school is a minimum requirement; however, two years of college is preferred, or the equivalent experience in dealing with the public. On-the-job training is offered. Good grooming, respect for accuracy, pleasant, courteous manner, and legible handwriting are important. Foreign language ability may be required by an international airline.

"Ground Attendant"

Nature of the Work: The ground attendant assists passengers in the terminal with problems about flights such as: fares, lost baggage, missed connections, illness, and a need for wheelchairs.

Working Conditions: The work involves considerable standing and walking inside the air terminal. Shift work is required and a uniform must be worn.

Wages: Wages are from \$950 to \$1,321 per month.

Opportunities for Advancement: Ground attendants may advance to trainer, supervisor, or chief of counter sales positions.

Requirements for the Job: The minimum age varies from 18 to 22 years. Graduation from high school is a minimum requirement. Some business experience or additional training in airline operations at schools offering such courses are sometimes required. On-the-job training is given. A ground attendant may be required to work at the ticket counter in the terminal, too. Foreign language ability is helpful at international airports.

"Skycap"

Nature of the Work: The skycap helps passengers with baggage, answers questions about departures, arrivals and terminal facilities. Skycap assists passengers to and from taxis, buses and cars, and may check in baggage at the terminal entrance.

Working Conditions: Skycaps work mostly indoors at the air terminal and wear a uniform. Shift work is required. Skycaps lift and carry heavy luggage and handle baggage hand-carts in the terminal.

Wages: Wages are from \$501 to \$907 per month, plus tips which could be considerable, depending upon the number of passengers using the terminal and the skycap's helpful, outgoing nature.

Opportunities for Advancement: Skycaps may advance to the position of supervisor of skycaps or to a sales representative.

Requirements for the Job: A high school graduate is preferred. Minimum age is from 18 to 21 years. One must like to help people and be physically strong. On-the-job training is available. One airline fills this job from the ranks of ramp servicepersons. At many air terminals the skycaps are employed by the airport rather than by the airlines.

"Air Freight/Cargo Agent"

Nature of the Work: The air freight agent receives air freight shipments, supervises loading and unloading, and keeps records. He or she handles contacts with air freight forwarders and customers.

Working Conditions: She or he works indoors in an office adjacent to the air freight terminal, and uses telephones and hand computers. Shift work is required.

Wages: Wages are from \$950 to \$1,321 per month. Some agents earn considerably more.

Opportunities for Advancement: He or she may advance to the position of ramp service planner, supervisor of air freight handlers, or to a position on the air freight sales staff or air cargo management staff.

Requirements for the Job: A high school graduate with experience in shipping operations is preferred. One must like to work with details and records and be physically strong.

"Passenger Service Agent"

Nature of the Work: The passenger service agent responds to abnormal conditions -- passengers needing special assistance, over-sold flights, missed connections, heavy passenger concentrations -- to expedite loading or unloading of passengers. He or she may also perform the duties of ticket agent and supervise the ticket office.

Working Conditions: She or he wears a uniform and works at the air terminal. Shift work is required. The variety of work is a desirable feature of this job.

Wages: Wages are from \$950 to \$1,321 per month.

Opportunities for Advancement: This job leads to a variety of managerial positions for qualified, dedicated workers. It is an excellent basis for subsequent training in sales, customers' service, or flight operations departments.

Requirements for the Job: High school graduation is a minimum requirement. A thorough knowledge of flight schedules and ground services is necessary. On-the-job training is normally provided. He or she may be required to have a foreign language ability, if employed by an international office. Experience as a ticket or reservations agent is helpful.

"Sales Representative/Account Executive"

Nature of the Work: The sales representative/account executive calls on prospective customers and explains the advantages of airline service for travel and shipment of cargo. This stimulates business, vacation, and educational travel. He or she keeps in touch with travel agencies, firms, and educational institutions with potential for airline services and with other airlines to increase interline sales. She or he may make hotel reservations for customers. A knowledge of flight and fare schedules is essential.

Working Conditions: He or she works business hours and wears business clothing while making calls on customers.

Wages: Wages are from \$12,000 to \$25,000 per year.

Opportunities for Advancement: She or he may advance to the position of district sales manager.

Requirements for the Job: A college degree with courses in air transportation management is desired. One must be aggressive, show initiative be versatile, personable, and willing to relocate. The ability to express oneself forcibly yet tactfully is necessary. Foreign language may be required by an international airline. Courses in psychology, public speaking, and salesmanship are helpful. On-the-job training is provided. NOTE: Some airlines hire college students for training in sales promotion during summer vacation periods. On their return to the campus, they become "campus representative" for the airline, contacting the many students and faculty members to acquaint them with the airline's special service and holiday opportunities. These part-time jobs often lead to full-time employment in sales positions after graduation from college.

"District Sales Manager"

Nature of the Work: The district sales manager is in charge of the city ticket and reservations sales offices in the area. He or she makes many contacts with people to promote air traffic and sales of airline seats and cargo space. The sales manager directs the activities for sales personnel.

Working Conditions: He or she works in a downtown office during regular business hours, but has to take advantage of many "after hour" opportunities to promote the airline by attending meetings and social affairs.

Wages: Wages are from \$18,000 to \$50,000 per year.

Opportunities for Advancement: She or he may advance to a larger district with a corresponding increase in responsibilities and salary. He or she might work up to a top job as "Vice President - Sales."

Requirements for the Job: This is not an entrance level job, as vacancies are almost always filled by moving employees upward through the ranks.

"Ramp Serviceperson" (Cabin Service)

Nature of the Work: The ramp serviceperson (cabin service) cleans the cabins between trips. He or she vacuums the floor, picks up trash, washes lavatories and buffets, replaces headrests and pillow covers, folds blankets, refills seat packets, refills drinking water supply, and cleans the cockpit windows.

Working Conditions: She or he works at a fast pace with cleaning equipment and supplies in cramped space with a team of workers. He or she must complete the job often within ten or fifteen minutes allowed before the plane must be ready to load passengers. There is shift work. Workers must wear uniforms.

Wages: Wages are normally based on union scale and currently are \$7.93 per hour, with extra pay for late afternoon and night shifts. Effective July 1, 1981, this wage will increase to \$9.13 per hour.

"Ramp Serviceperson" (Exterior of the Aircraft)

Nature of the Work: The ramp serviceperson (exterior of the aircraft) works on the exterior surfaces of the aircraft. He or she washes, polishes, touches up paint, and de-ices surfaces. She or he also works with chemicals to prevent corrosion of surfaces.

Working Conditions: He or she uses sponges, brushes, mops and hoses. Employee works on scaffolding or in special lift equipment to reach high places. The worker usually works in a hangar but may sometimes be required to work outdoors. The heaviest work schedules occur during night hours when most aircraft are not in service. Shift work is required and work is done frequently under pressure of time. Workers must wear uniforms.

Wages: Wages are normally based on union scale and currently are \$9.20 per hour, with extra pay for late afternoon and night shifts. Effective July 1, 1981, this wage will increase to \$10.68 per hour.

"Ramp Serviceperson" (Baggage and Air Cargo Handler)

Nature of the Work: The baggage and air cargo handler loads and unloads baggage, air mail, air express, and air cargo shipments. He or she drives baggage tow-carts, operates conveyors, fork lifts, fork trucks, and other baggage and air freight handling equipment. She or he operates machinery to sort and route baggage and air cargo to and from various flights.

Working Conditions: The ramp serviceperson works outdoors on noisy, crowded ramps, in all kinds of weather, and does considerable lifting and moving of baggage, mail sacks, and air express shipments and pushing and positioning of air cargo. Shift work is required and one must wear a uniform.

Wages: Wages are normally based on union scale and are currently \$9.20 per hour. Effective July 1, 1981, this wage will increase to \$10.68 per hour.

"Ramp Serviceperson" (Aircraft Fueler)

Nature of the Work: The aircraft fueler operates the fueling equipment. This employee may drive a fuel truck, filling the truck with aviation fuel and delivering it to the aircraft. The aircraft fueler operates fuel hose and pumps.

Working Conditions: The aircraft fueler works outdoors with potentially hazardous aviation gasoline and kerosene in all kinds of weather. Shift work is required and one must wear a uniform. Employees may be required to climb and walk on wings of aircraft to reach fuel tank openings. Aircraft fuelers must observe strict safety rules.

Wages: He or she generally works for the company contracted to supply the fuel to the airline.

"Ramp Serviceperson" (Driver)

Includes drivers of food trucks, mobile stairs, employees' buses, messenger cars, conveyors, cleaning equipment, aircraft air conditioning and power carts, etc.

Nature of the Work: These employees drive equipment to the aircraft and operate machinery, loading and off-loading food containers, galley units and other kinds of equipment. They attach and detach ground air conditioning and power carts, move stairs, or drive employees' buses between airline facilities at the airport. They are usually on a regular work schedule.

Working Conditions: They wear uniforms and shift work is required. They work outdoors on noisy ramps in all weather conditions. He or she must use extreme care in positioning equipment near aircraft.

Opportunities for Advancement (FOR ALL RAMP SERVICEPERSONS): Depending upon the size of the airline and agreements with employees' unions, ramp servicepersons may become leaders and supervisors of crews in their own work areas -- fuelers, cleaners, baggage and air cargo handlers, etc. They may also start at the lowest paying jobs such as cleaners and work up to higher paying jobs, such as baggage handlers, drivers, and aircraft fuelers. With experience at a variety of ramp service jobs, workers with administrative abilities may be promoted to the job of a ramp planner.

Requirements for the Job (FOR ALL RAMP SERVICEPERSONS): High School diploma is normally required and minimum age is 18 to 21 years. Employees who drive trucks, buses, fork trucks, towing tractors, and similar equipment must have a driver's license and often a chauffeur's license as well.

Good physical health and strength are required for baggage and air cargo handlers. On-the-job training is given when new equipment is put into service or when better methods of accomplishing a job are developed.

"Cabin Maintenance Mechanic"

(Not to be confused with Airframe and Powerplant Mechanic)

Nature of the Work: The cabin maintenance mechanic cleans and paints interiors of aircraft during periodic major overhaul; removes and installs carpets, seats, curtains and bulkheads; and re-upholsters seats. He or she overhauls and cleans electrical equipment in cabins, such as lights, buffets and coffeemakers.

Working Conditions: She or he works in hangar shops using sewing machines for stitching upholstery and curtains. Worker uses tools associated with upholstery, rug laying, installation of seats, electrical maintenance of cabin service equipment, and sheet metal work. He or she works under pressure of time. Shift work is necessary and uniforms may be required.

Wages: Wages are paid up to \$11.28 per hour.

Opportunities for Advancement: Employee may advance to leader, assistant supervisor of cabin maintenance, and then to supervisor.

Requirements for the Job: High school graduation is required. Work is often upholstery shops, sewing seat covers and curtains. Technical or vocational school training in the various mechanical skills is usually required. Worker may specialize in one kind of job.

"Food Service Employees"

(Cooks, bakers, pantry, dining service, and kitchen helpers)

Nature of the Work: The food service employees prepare and cook food, following set recipes. They arrange silverware and dishes on serving trays and food items in serving dishes. They place food in either hot or refrigerated containers for pickup and delivery to the aircraft. They receive and clean soiled dishes.

Working Conditions: They work in a flight kitchen at the airport. Work must be completed according to flight schedules. The kitchen is a busy, noisy place. Shift work is required and uniforms must be worn.

Wages: Wages are paid up to \$7.40 per hour, plus extra pay for late afternoon and night shifts. Effective July 1, 1981, this wage will increase to \$8.52 per hour.

Opportunities for Advancement: They may advance to the position of pantry worker, steward chef, supervisor, chief chef, assistant buyer, or commissary chief, depending upon the type of beginning job.

Requirements for the Job: High school graduation is desired. Minimum age requirement is 18 to 20 years of age. All workers must have health certificates and respect for cleanliness and good housekeeping procedures. Chefs and cooks must have previous experience in food preparation. On-the-job training is given for all other kitchen workers. Food service employees must be available for shift work.

"Ramp Planner"

Nature of the Work: The ramp planner keeps track of arriving aircraft and dispatches service units -- cleaners, fuelers, baggage handlers, food service trucks, etc. They must know flight schedules.

Working Conditions: He or she works indoors at the airport. She or he uses charts, telephones and teletype machines. Shift work is necessary. They work with a team of planners.

Wages: Wages are from \$9,000 to \$17,000 per year.

Opportunities for Advancement: Workers may advance to junior positions on the flight operations management staff or on the administrative staff of an airport director.

Requirements for the Job: High school diploma is required. Minimum age is 20 to 25 years old. Experience as a ramp serviceperson is usually required. This is not an entrance level job.

"Auto Mechanic"

Nature of the Work: The auto mechanic services and repairs ground service equipment, such as portable stairs, fuel and food trucks, towing tractors, and employee buses.

Working Conditions: He or she works indoors in a garage or outdoors on the ramp, when required. She or he performs the duties usually associated with an auto mechanic. The normal work week is forty hours.

"Engineer"

Nature of the Work: In line with the engineering specialty, the engineer works closely with aircraft manufacturers during the development of new models of airliners, to make sure the requirements of the airline are met as to performance, aircraft accessories, cabin plan, interior decorations, extra equipment, etc. He or she also designs improvements to aircraft and to methods of servicing and overhauling them.

Working Conditions: She or he works mainly indoors in an office, but duties often take him or her to hangars and maintenance shops for consultations and inspections. Engineers may travel frequently to aircraft manufacturing plants for consultation. They may be required to live in the area where the aircraft are being constructed; then they would travel to the airline headquarters.

Wages: Wages are from \$12,000 to \$27,000 per year.

Opportunities for Advancement: He or she may be advanced to a job directing the work of junior engineers or might work up to a top job of vice president for engineering or maintenance.

Requirements for the Job: A college degree with a major in an engineering field related to air transportation is required. Previous experience and a graduate degree are preferred.

"Airline Training" (Instructors)

Nature of the Work: An important factor in maintaining the airlines' excellent safety record is their considerable training effort. Several thousand people are employed to help keep up the proficiency of flight crews and ground personnel engaged in direct contact with the airplane, powerplants and flight techniques. Typical training jobs are ground school instructor, flight attendant instructor, and flight simulator/duplicator operator. The instructors direct the pre-service and in-service training programs of the airline. For example, they make certain that the pilots keep up their instrument flying proficiency rating. Flight simulators or duplicators must be supervised by an instructor. Educators are also employed as curriculum/program developers. Technical support is provided by craftworkers who develop training aids for use by the instructors in the airlines' classrooms.

Wages: Salaries are from about \$1,000 to \$3,000 per month, depending upon the task performed.

Opportunities for Advancement: Instructors may become supervisor of instructors and may advance to executive positions in the training department.

Requirements for the Job: Instructors can qualify, in some instances, on the basis of two years of airline employment, plus supervised teaching experience in a specialty. Those who instruct by means of a simulated training device are required to understand how to maintain and repair the device used.

"Administrative Personnel"

In addition to the jobs described in the foregoing, airlines employ thousands of receptionists, typists, secretaries, stenographers, mail and file clerks, and computer personnel, as well as people in managerial positions such as training, public relations, publications, finance, personnel, and other kinds of work associated with business and industry. Salaries paid are generally above the average paid by industry and business.

"Professional Airline Personnel"

Professional job opportunities within the airlines today break down into the following categories: architects, aeronautical research scientists, engineers, draftsmen, doctors, nurses, lawyers, and instructors. Many in this group require periods of intensive education, and specialized training. The salaries among the professional people are among the highest paid to airline employees. The personal qualifications for these people are the same as those required of such professional people in other fields. Excepting draftsmen, instructors, and nurses, the people of the professional categories should be college graduates with postgraduate training and experience, each in a field of specialization. Draftsmen usually may substitute four years of work experience for formal training at the college level. Nurses are required to have a Registered Nurse Degree.

"Outlook For The Future"

In 1978, the United States airline industry employed more than 310,000 people. Larger aircraft, such as the jumbo jets, carrying 300 to 400 passengers are flying. Increases in sales forces are required to stimulate the sale of passenger seats and cargo space offered by these super-size aircraft. Flight kitchens have been enlarged to provide more meals for increased numbers of passengers, and this requires more kitchen workers. More personnel are needed to clean and service the larger aircraft within the allotted time. While computerization of reservations and ticketing procedures may slow the rate of increase in the number of employees in these areas, replacements will be required to take care of normal turnover and some additional workers will be needed to service the expected increase in business.

Airline growth provides opportunities for employment, and especially for recognition of employee ability with prospects for advancement. Airline employment policy puts the accent on youth. That policy, coupled with the practice of promotion from within the company, offers excellent opportunities for ambitious young people who want to be associated with a glamorous, forward-looking, dynamic industry.

The outlook for career opportunities with the airlines is directly related to airline growth. Airline growth is usually measured by an increase in traffic: an increase in passenger-miles and an increase in ton-miles (of freight). The U.S. scheduled airlines transported more than 280 million passengers in 1978 and produced more than seven billion ton-miles of freight and mail service. The scheduled airlines now account for more than 85 percent of public passenger travel between the nation's cities and 95 percent of the travel between the United States and points overseas. The airlines now fly on an average day a total of 14,000 flights. As air fares have gone down in price, airline traffic has increased. Thus, more airline employees are needed. The forecast is for increases in traffic that could exceed 300 million passengers this year. However, the sharp rise in fuel costs provides a note of caution. Career counselors should thus follow the airline traffic picture closely for realistic guidance of those interested in an airline career.