



ERJ135 Lead Flight Attendant

Base: Lunken Airport, Cincinnati (LUK)

Reports to: Director of Inflight Services and Pilot-in-Command

Direct Reports: ERJ Flight Attendants

POSITION SUMMARY:

Waltzing Matilda Aviation is seeking a Lead Flight Attendant for the ERJ135 fleet, operating under FAR Part 135. The Lead Flight Attendant is administratively responsible to the Director of Inflight Services, and to the Pilot-in-Command during flight operations.

While practicing “Safety Always” in every aspect of job performance and aircraft operations, the Lead Flight Attendant will inspire air travel by keeping our promises to customers and other team members and building loyalty to our brand. By providing warm, sincere inflight service and assuring the highest level of safety and regulatory compliance, our team members live by our values of Safety, Service, Convenience, and Reliability.

The Lead Flight Attendant will have the ability and desire to work independently in the cabin, while maintaining a strong “One Team” philosophy when working with pilots, ground personnel, dispatch, and other team members.

The incumbent works closely with the Director of Inflight Services in developing and delivering training programs, manuals, and workshops. They will assist in the instruction of initial and recurrent training, and the development of SOPs and Best Practices for the ERJ135 fleet. The Lead Flight Attendant supervises and directs the work of other ERJ Flight Attendants and will communicate any concerns or compliments to the Director of Inflight Services, as needed.

JOB RESPONSIBILITIES:

A) SAFETY: Demonstrate safety ownership in every aspect of FA responsibilities, performance, and behavior to maintain and improve cabin operating standards; Ensure compliance with applicable FAA regulations and WMA Safety Policy; Respond effectively to unusual or emergency situations including passenger illness, security events, or cabin evacuation.

B) INFLIGHT STANDARDS: Work with a “One Team” mentality to ensure the highest level of customer service; Follow training, policies, and procedures to ensure consistent delivery of inflight product; Identify and share opportunities for improvement to help us as One Team always find ways to improve our product.

C) SERVICE: Build guest loyalty to our One Team spirit by delivering service that is consistent with our purpose, values, vision, and brand; Communicate with our guests directly, authentically and with care, kindness, and respect in our “brand voice”; Prepare and serve meals, snacks and beverages in accordance with established company procedures

D) TRAINING AND LEADERSHIP: The Lead Flight Attendant will work closely with the Director of Inflight Service to establish and maintain the highest standards for the ERJ fleet and cabin crew; Assist in the development and delivery of training programs; Supervise the work of other ERJ Flight Attendants and communicate as needed with the Director of Inflight Services.

QUALIFICATIONS:

- 3+ years’ flight attendant experience
- Solo-flight attendant, Part 135, supervisory, and training experience preferred
- Excellent customer service skills and hospitality orientation
- Ability to read, analyze, and interpret government regulations and safety procedures
Must have valid passport; Able to travel internationally without restriction
- Authorized to work in the United States
- Pass a DOT required preemployment drug screen; Subject to random drug and alcohol testing
- Pass an FAA/TSA work history review, criminal history records check and fingerprinting
- Valid driver’s license with good driving record
- High school diploma or GED required; College degree preferred
- Successfully complete WMA’s Initial New Hire training, Operating Experience, and annual recurrent training events
- Outstanding communication skills; Ability to communicate effectively in English to deliver onboard announcements and ensure passenger compliance with FAA regulations
- Ability to stand for extended periods and comfortably sit in assigned jumpseat without the use of a seatbelt extension
- Ability to operate aircraft doors and emergency exits, which are heavy and awkward
- Present a professional image in both conduct and appearance, including adherence to uniform and grooming standards; No tattoos or body piercings that are visible while in uniform
- Ability to work irregular hours, weekends, and holidays

COMPENSATION:

Compensation is competitive with other operators and equipment types and will be commensurate with applicant’s experience.