

# AMERICAN AIRLINES JOB DESCRIPTION AND ESSENTIAL FUNCTIONS

Revision 11/01/12

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**Position: Flight Attendant - DOT\***

This description has been designed to indicate the general nature and level of work performed by employees within this category. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications which may be required of employees assigned to this job classification. Attached is the Physical Demands Summary.

## **Job Description**

A Flight Attendant's duties consist of performing or assisting in areas of service and safety to passengers. Must attend training classes and annual recurrent emergency procedures training. Work environment is subject to frequent changes in climate and locations and involves variable hours and working conditions, changes in cabin altitude from sea level to 8,000 feet, variable positive and negative G loads and turbulence in-flight. A duty period may be scheduled up to 14 hours for Domestic and 16 hours International. In actual operations, Flight Attendants may be rescheduled to remain on duty for up to 16 hours Domestic and 18 hours for International flying. Duty in-flight may be scheduled up to 12 hours for Domestic and International flying. Ability to handle stressful situations while in continuous contact with the public including disorderly, intoxicated, incapacitated, ill, injured and irate passengers. Ability to handle a wide variety of emergency situations and rapidly evacuate an aircraft while providing leadership, direction and assistance to passengers.

## **Job Requirements**

- Neat, well-groomed and capable of making a positive impression.
- Minimum of 20 years of age.
- Height: Minimum - must be able to reach and stow all emergency equipment on board aircraft.
- Maximum - must be able to have adequate head clearance in cabin.
- Stature sufficient to enable Flight Attendant to perform essential job functions.
- Must be able to perform all safety and customer service functions subject to individualized assessment.
- High School diploma or GED.
- Two (2) years college or public contact experience.
- Willing to locate to one of American's bases depending upon operational need.
- U. S. Citizenship or the legal right to work in the U.S.
- Legal right to travel without restriction to/from all countries that American serves, including possession of a valid passport, and be able to obtain a visa as required by local governments.
- Minimum vision of 20/40, corrected or uncorrected, in the better eye.
- Hearing sufficient to understand normal conversation with non-visual cues.
- Ability to read, write, fluently speak and understand the English language. Some destinations may require a foreign language.
- Must be service oriented.
- Ability to work rotating shifts including weekends, holidays, and days-off.

## **FLIGHT ATTENDANT JOB DESCRIPTION AND ESSENTIAL FUNCTIONS, cont.**

- Successfully complete 8 1/2-week regimented initial training program in Dallas/Ft. Worth while maintaining a 90% or above average on written, oral and computer-based testing. (Room and board will be provided)
- Successfully perform physical requirements of the job including emergency evacuation drills.
- Pass U.S. Department of Transportation (DOT) mandated drug testing requirements. Applicants are required to fill out a DOT Testing Inquiry Form which provides authorization for release of records from previous employers.
- Must fulfill regulatory criminal background and fingerprint checks to qualify for unescorted access privileges to airport security identification display areas (SIDA).
- Must comply with all Federal Aviation Administration (FAA) and Transportation Security Administration (TSA) requirements.
- Must be able to secure appropriate airport authority and/or US Customs security badges.
- Must report to work on a regular and timely basis.

### **Essential Job Functions**

Must be able to safely perform the following functions:

- Perform assigned duties while at cabin altitudes up to 8,000 feet for extended periods of time.
- Hear and interpret the chime system on board aircraft and determine origin of the call.
- See and interpret the color-coded ceiling light panel indicators to determine crew or passenger needs.
- Read announcements competently.
- Knowledge of and ability to use computer system to sign-in for flight, check schedules and bid schedules.
- Able to perform mathematical calculations required to fill out inventory sheets, convert foreign currency, count meals and verify passenger counts.
- Perform duties including standing for extended periods of time.

### **Pre/InFlight Services**

- Effectively manipulate latches, switches, knobs, and controls to change the airflow throughout aircraft.
- Ability to close overhead storage compartments with a maximum push/pull force of fifty-three (53) pounds at a height of 78". May use assistance to accomplish task.
- Assist disabled passengers during the flight by transporting them on the in-flight wheelchair and conducting individual safety briefings.
- Ability to move a beverage/food cart on wheels up a 7.5 degree incline with a maximum push/pull force of sixty (60) pounds.
- Serve hot and/or cold beverages and food items from a tray or cart during appropriate phases of flight.

## FLIGHT ATTENDANT JOB DESCRIPTION AND ESSENTIAL FUNCTIONS, cont.

### **Emergency Evacuations/Situations**

- Knowledge of location and ability to use all emergency equipment for each aircraft that the Flight Attendant is qualified.
- Demonstrate leadership while effectively managing crowds during emergencies through use of assertive guidance shouted in a controlled, yet authoritative tone of voice.
- Effectively handle emergency medical situations including CPR (Cardiopulmonary Resuscitation) for a minimum of 30 minutes, usually performed while kneeling in the limited space between aircraft seats and aisles.
- Don and seal oxygen mask and smoke hood to face by securing clasps.
- Ability to open aircraft door with a maximum push/pull force of ninety (90) pounds.
- Ability to open an aircraft window weighing up to fifty-nine (59) pounds.
- Evacuate a full aircraft in ninety (90) seconds or less with minimum crew and half of all exits blocked.
- Remove from seat and pull/drag disabled or incapacitated passenger to nearest usable exit during an emergency evacuation.

### **Statement of Understanding**

I have read and understand the position description and essential functions provided to me for the above position. By my signature, I confirm that I:

(Please check one of the following)

\_\_\_\_\_ Can perform the essential functions of the position.

\_\_\_\_\_ Cannot perform the essential functions of the position.

I also understand this is not a job offer nor is it intended to be any guarantee of future employment opportunities.

\_\_\_\_\_  
Applicant Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Company Representative Signature

\_\_\_\_\_  
Date

\*This job is subject to Department of Transportation (DOT) drug and alcohol testing. Your previous employers will be contacted to verify if you had any DOT drug violations and/or refusals to test for drugs or alcohol in the previous two year period. Your DOT required urine specimen will be tested for the following substances: Cocaine, Marijuana, PCP, Amphetamines and Opiates.

## Physical Demand Summary

Physical Demand Ratings are an estimate of the overall strength requirements that are considered to be important for average, successful work performance of a specific job. In order to classify the occupation of a worker with a physical demand rating, the most strenuous and frequently performed tasks are evaluated.

The overall physical demand rating for the job of **Flight Attendant** falls within the **Heavy** work classification according to the Dictionary of Occupational Titles. The maximum force and frequency associated with each job task for the **Flight Attendant** have been ***objectively*** measured, and are indicated below:

### Material Handling:

<u>Lifting/Lowering</u>	Task	Height of Lift	Force Requirement	Frequency (shifts can be up to 16 hr. dom or 18 hr. intl)
<b>Below Knuckle Height</b> (below 26 inches for 95% of worker population)	Lift full soda insert from beverage cart*	8 – 26 inches	<b>Test:</b> Lift 20 lbs. from a height of 8 inches from the floor to knuckle height.	10 times / shift
	Open window exit*	21 – 27 inches	<b>Test:</b> Rest 59 lbs. on shoulder and/or hip in order to grasp, lift, and roll weight from a height of 21 inches to 27 inches for a duration of 3 seconds.  Must be able to bend and twist at the waist and use both left and right sides of body.  <b>(Please refer to picture insert on the last page of this document)</b>	3 sec. duration (emergency evacuation only)
<b>Knuckle to Shoulders</b> (between 26 inches and 48 inches for 95% of worker population)	Open rear door*	26 – 48 inches	<b>Test:</b> Lift 45 lbs. from knuckle height to shoulder height for duration of 5 seconds.	5 sec. duration (emergency evacuation only)
<b>Above Shoulder</b> (above 48 inches for 95% of worker population)	Stow and remove emergency equipment in overhead storage bin*	48 – 75 inches	<b>Test:</b> Lift 10 lbs. from waist height to above shoulder height for duration of 5 seconds.	5 sec. duration

**\*Employees are encouraged to safely move material and use alternative methods whenever possible. Alternative methods may include placing heaviest items at lowest point (floor model), using less physically demanding techniques (sliding, push/pull, leverage), or using assistance or assistive devices.**

## Physical Demand Summary (cont...)

<b><u>Pushing/Pulling</u></b>	<b>Task</b>	<b>Height</b> (hand placement)	<b>Force Requirement</b>	<b>Frequency</b> (shifts can be up to 16 hr. dom or 18 hr. intl)
<b>Push forward</b>	Push carts up aisle on a 7.5 degree incline*	41 inches	<b>Test:</b> Push forward with a force of 60 lbs.	1 to 10 times / shift
	Opening Aircraft Doors*	36 inches	<b>Test:</b> Push forward with a force of 90 lbs.	3 sec. duration (emergency evacuation only)
<b>Pull back</b>	Pull carts up aisle on a 7.5 degree incline* (without brake applied)	41 inches	<b>Test:</b> Pull back with a force of 60 lbs.	1 to 10 times / shift
	Inflight Wheelchairs*	36 inches	<b>Test:</b> Pull back with a force of 60 lbs.	1 to 2 times / shift
<b>Push above shoulder height</b>	Closing overhead bins*	78 inches	<b>Test:</b> Push with a force of 53 lbs. above shoulder height for duration of 3 seconds (2 times).	10 times / shift 3 sec. duration
<b>Push down</b>	Cardiopulmonary Resuscitation (CPR)*	9 inches	<b>Test:</b> Push downward 15 times with a force of 100 lbs. while kneeling.	60 compressions / min. 30 min. duration (emergency situation only)
<b>Pull down</b>	Rotate door handle – S80 Tail cone exit*	62 inches	<b>Test:</b> Pull downward with a force of 32 lbs. for duration of 2 seconds.	2 sec. duration (emergency evacuation only)
<b>Pull laterally</b>	S80 Tail cone release*	28 inches	<b>Test:</b> Pull laterally with a force of 16 lbs. for duration of 2 seconds.	2 sec. duration (emergency evacuation only)

<b><u>Reaching</u></b>	<b>Task</b>	<b>Horizontal Distance</b>	<b>Height</b>	<b>Force Requirement</b>	<b>Frequency</b> (shifts can be up to 16 hr. dom or 18 hr. intl)
	Inflight Services	42 inches	26 inches	<b>Test:</b> Reach 42 inches at a 26 inch height.	10 sec. duration
	Open / close overhead bins and remove all emergency equipment*	20 inches	61 inches	<b>Test:</b> Reach 20 inches at a 61 inch height.	10 sec. duration
	S80 release catwalk	N/A	68 inches	<b>Test:</b> Reach 68 inches overhead.	3 sec. duration (emergency evacuation only)

<b><u>Carrying</u></b>	<b>Task</b>	<b>Horizontal Distance</b>	<b>Height</b>	<b>Force Requirement</b>	<b>Frequency</b> (shifts can be up to 16 hr. dom or 18 hr. intl)
	Carry full soda insert through galley	15 ft.	36 inches	<b>Test:</b> Carry 20 lbs. a distance of 15 ft.	30 sec. duration

\*Employees are encouraged to safely move material and use alternative methods whenever possible. **Alternative methods** may include placing heaviest items at lowest point (floor model), using less physically demanding techniques (sliding, push/pull, leverage), or using assistance or assistive devices.

## Physical Demand Summary (cont...)

### Non-Material Handling:

<b>Activity</b>	<b>Task Description</b>	<b>Frequency</b>
<b>Standing</b>	All tasks	15 min. break allowed if all in-flight services are complete and all passenger needs are met
<b>Sitting</b>	Take-off and Landing / Breaks as allowed	15 min. break allowed if all in-flight services are complete and all passenger needs are met
<b>Walking</b>	Inflight Services, Inflight Wheelchair	Push/pull carts and wheelchairs as necessary
<b>Climbing Stairs/Ramps</b>	Enter/Exit aircraft and Airport property	As necessary
<b>Bending</b>	Inflight Services, Aircraft Door & Window Exit operation, Inflight wheelchair	As necessary
<b>Twisting</b>	Inflight Services, Aircraft Door & Window Exit operation, Inflight wheelchair	As necessary
<b>Kneeling</b>	Cardiopulmonary Resuscitation (CPR)	Emergencies only
<b>Crawling</b>	Aircraft Evacuation	Emergencies only
<b>Squatting/ Stooping/ Crouching</b>	Inflight Services, Inflight Wheelchair	As necessary
<b>Firm Grasp</b>	Inflight Services, Inflight Wheelchairs, Aircraft Door & Window Exit operation, Handling of Emergency Equipment and / or Baggage	As necessary
<b>Fine Manipulation</b>	Inflight Services, Operate Controls on Aircraft	As necessary

### Working Conditions:

	<b>Exposure</b>
<b>Exposure to Height</b>	Yes
<b>Vibration</b>	Yes
<b>Mechanical Hazards</b>	Yes
<b>Confined Spaces</b>	Yes
<b>Noise</b>	Yes
<b>High Voltage Exposure</b>	Possible

	<b>Exposure</b>
<b>Extremes of Cold</b>	Possible
<b>Extremes of Heat</b>	Possible
<b>Wet and Humid</b>	Possible
<b>Dust</b>	Possible
<b>Odor</b>	Possible
<b>Fumes</b>	Possible

### Open Window Exit

