OFFICIAL FLIGHT ATTENDANT JOB DESCRIPTION

Qualifications and Requirements include:

- 21 years of age or older at time of application.
- High school graduate or GED; 2 or more years of college preferred.
- At least one year of customer service experience in the service industry (such as retail, hospitality, food, teaching/education, aviation, social service.)
- Must be able to speak in a clear, concise, and organized manner, loudly enough to be heard in an emergency. Ability to speak, read, write, and understand English fluently. Ability to hear all types and ranges of sound. Proficiency in a second language highly desirable.
- Effective communication in the event of high-stress situations such as aircraft evacuation, security threats, delays, medical emergencies, severe weather conditions, and turbulence.
- Professional appearance, excellent grooming standards, and willingness to follow uniform, hair, tattoo, and piercing guidelines.
- Ability to proficiently operate electronic devices (phones, tablets, laptops, etc.) for the completion of required tasks.
- Ability to travel to and from all countries United serves without any restrictions.
- Ability to stand, walk, kneel, bend, stoop, stretch, reach, lift heavy objects (such as luggage to overhead bin or window exit) and push and pull beverage cart (up to 250 lbs.)
- Ability to pass a functional reach assessment with a combined 76-inch vertical and 43.5-inch horizontal reach and hold (simultaneous), without shoes on, in order to operate all necessary equipment, machinery, and doors.
- Ability to sit in an assigned jump seat with seatbelt and shoulder harness fastened.
- Expectation to serve and/or sell food and beverages (including alcohol) in a diligent and professional manner.
- Must possess a valid passport prior to application with 12 months validity remaining prior to expiration and at least two blank consecutive pages.
- Must be legally authorized to work in the United States.
- Must be willing and able to work a flexible schedule in support of United's 24/7 operation (must be available to work weekdays, weekends, holiday, etc.on scheduled/reserve days)

Overall Duties and Work Environment
Provides high quality customer service to passengers based on market specification and individual needs. This includes, but is not limited to, enroute cabin service and/or ground cabin service to delayed or canceled passengers.

Reads, interprets, demonstrates and provides safety briefings to passengers. Communicates and ensures compliance with company and government safety and security rules and procedures.

Required to manage crew and passengers in any potential onboard event, including medical emergencies, assessment of security threats and a variety of difficult situations. Oversees cabin to ensure cockpit access is prevented by unauthorized personnel. Provides leadership, direction, and assistance to passengers and other crew members in stressful, emergency or evacuation situations.

Works in an environment subject to varying climatic conditions and air pressures, turbulence induced variable positive and negative G loads, changing work locales, variable hours and shiftsand working conditions, moderate noise levels, dim lighting, confining spaces, and frequent contact with others. May be exposed to radiation levels of three to six millisieverts (mSB) per year at altitude, dry air ranging from 4% to 15% humidity, and ambient altitudes ranging from 4,000 to 8,500 feet. The frequent air pressure changes could predispose certain employees to ear and/or sinus barotrauma.

Specific Duties and Abilities
Proactively assists passengers with stowage (i.e., floor to above shoulder level) of carry-on bags, garments, and other belongings. Serves or sells a variety of food options, beverages (including alcohol) and various other amenities in accordance with service standards. Picks up trash, keeps cabin and lavatories neat and clean.

Operates mechanical and safety equipment such as oxygen systems, aircraft doors, evacuationslides, fire extinguishers, life rafts, galley equipment, communication and audio/visual equipment and lighting systems. Handles credit transactions for alcohol and other sales.

Interacts in a professional and friendly manner with clients, coworkers, and customers of diverse backgrounds. Works with other crewmembers on a team to ensure all services meet company standards. Takes responsibility and is accountable for commitments and assignments.

Displays exceptional interpersonal skills, exercises good judgement, and can resolve conflicts with grace.

Must be able to freely enter and exit all locations as a working crew member.

Punctuality and maintaining reliable attendance are essential functions of the job.

Ability to use time efficiently and productively. Ability to demonstrate assertiveness and influence, when appropriate. Ability to resolve difficult, emotionally charged, or confrontational

issues while maintaining composure and focusing on customer needs. Ability to make decisions with little or no supervision, or in the face of rapidly changing events, stress, emergencies, or crises. Ability to demonstrate flexibility and adjust easily to new conditions, changing needs andpriorities. Must complete Initial Flight Attendant Training, including Emergency Procedures andannual recurrent emergency training. May be required to complete other training as well.

Provide assistance, which could include cardiopulmonary resuscitation, to ill or incapacitated passengers.

Physical & Safety Requirements

Flight attendants are required to be able to perform a combination of physical and safety related activities during their workday. The types and combination of activities that are required may vary from day to day, depending upon job tasks assigned. Some of those activities include the following:

Works in aircraft aisles and galleys for periods of up to 14 hours or more, performing duties which require standing, walking, stooping, kneeling, reaching, lifting, stretching, and bending. Such duties may be complicated by unpredictable conditions, and at times air turbulence.

Pushes or pulls movable carts (up to 250 lbs.). Ergonomic studies show that the initial push/pull force (force required to put a beverage or food cart in motion, at a flat angle) is 29 pounds of force. On a 4-degree angle, the estimated required force is 45 pounds.

Frequently required to use force up to 25 lbs. to lift, push, or pull objects, such as beverage stowage bins. Occasionally required to use 25 to 55 lbs. of force to lift, push, or pull objects. At times, required to use forces greater than 55 lbs. to lift, push, or pull objects. Some of these push, pull, or lifting forces must be performed with the arms at or above shoulder level, such as in the case of closing or opening overhead bins.

Ability to perform tasks that require overall body coordination/balance. Ability to pass a functional reach assessment with a combined 76-inch vertical and 43.5-inch horizontal reach and hold (simultaneous), without shoes on, in order to operate all necessary equipment, machinery, and doors.

Must meet hearing and vision requirements as established by the Federal Aviation Administration and United Airlines.

Onboarding and Training Requirements

Qualifications: Must be able to successfully complete a safety self-assessment. Must also be able to complete company physical assessing capability to meet flight attendant essential functions with or without a reasonable accommodation, ten-year work history review, drug screens, criminal background checks, the required initial and emergency procedures for flight attendants and other pre-employment checks required to obtain SIDA access. Vaccine requirements may exist based on your base location and country entry requirements.