

CUSTOMER /RAMP SERVICE ASSISTANT (S1)

2022/F/CHQ/HRD/0001/CS/Ramp

JOB PURPOSE & SPECIFIC RESPONSIBILITIES:

CUSTOMER SERVICE:

- Shall be responsible for loading and offloading while ensuring the SOP's and other guidelines issued by AISATS and customer airlines are followed.
- Attend briefings and understand what is required of him.
- Perform general office functions such as photocopy setting & closing counters tech. As required by management
- Assist wheelchair passengers:
 - At all times handyman will come for duty in company full uniform worn with the reflective jacket labelled as "No tips"
 - Assist passengers with reduced mobility (PRM) by providing wheel chair services from the departure gate to A/C. The same way the PRM pax is assisted from the arrival flight to the curb side.
 - Wheel chair handyman is not authorized to carry any of the passenger's baggage (except meet and assist advised by Special services team) voluntarily or in voluntarily.
 - The handyman should concentrate on the wheel chair pax safety while handling the wheel chair cases.
 - The handyman will assist needy passengers at check-in counter to keep their baggage on the weighing scale.
 - Handyman will remove the old tag from the baggage.
 - Handyman is not authorized to control the baggage belt by using movement control button.
 - Handyman assigned for meet and assist pax, e.g. VVIP, VIP, CIP and any other guest advised by the shift DMs, will assist the pax to carry their registered baggage and/ or carryon baggage as the case may be and will be handed over the baggage at aircraft door itself . The handyman will not voluntarily interact with the guests.
 - No tips or bribe in cash or kind will be allowed. If found indulging in such practices the services are liable to be terminated.
 - Handyman will support for any other services if the shift DMs advise to carry out.
 - Unless allocated the handyman is not allowed to loiter any of the sensitive areas and if found a disciplinary action will be initiated.
- Tag the bag to right baggage at check in
- Perform any other regular office function of customer airline as office boy
- Giving assistance to special needs passengers like women with infants, first time travelers etc.

RAMP

- Perform all aircraft cleaning and loading/unloading activities required for safe and smooth flight handling.
- Follow the loading instructions from the Ramp supervisor on each flight for safety, FOD checks and on special handlings.
- Handle the loads smoothly and safely while unloading/loading.
- Report to the supervisors any deviations noticed while unloading/loading i.e. For any damage to the loads or in open conditions, Leakages, additional cleaning, A/c hold damage and loads without tags or labels.
- Perform all support activities required for on time and safe aircraft handling such as loading/unloading of baggage /cargo/mail/courier etc..., BME duties, ULD duties, Helper duty on toilet and water cart, positioning and retrieval of aircraft chocks and safety cones, aircraft wing walk, GSE cleaning.
- Perform connection/disconnection of aircraft toilet coupling
- Perform tow bar duty...Assist in connection/disconnection of tow bar
- Perform housekeeping duties (Office & GSE cleaning)
- Assist LA/CCA or ramp supervisor to handle flight time activities
- Should assist the Technician in Maintenance activity
- Perform any other tasks which may be allocated from time to time in view of operational requirement.
- Collect, sort and check luggage against flight lists, making sure that items go on to the right aircraft.
- Transfer luggage from the BMA areas to the departure areas
- Move luggage to and from aircraft holds using trucks, cargo loaders and loading conveyer systems
- Store cargo (goods) in warehouses ready for distribution
- Load inbound luggage onto conveyors in the arrivals hall
- Keep the runways clear of debris

BAGGAGE

Will be primarily responsible for loading and offloading of bags while ensuring that SOPs and other guidelines issued by AISATS are followed. Baggage Assistant works closely as a team with the loading staff to complete the task.

Assists Baggage Service Agent towards accomplishment of the allocated work in a particular area.

- Should be able to read the tags of the baggage and should be able to identify the bags based on Destination.
- Loads and unloads the bags carefully so as not to cause any damage.
- Carry out baggage condition checks before loading or unloading of baggage. Any bag received in damaged/Open condition, should be informed to BSA of the team.
- Look out for any Dangerous Good sticker on baggage/item and escalate to superior
- Perform any other functions as required by Baggage Service Agent- Baggage operations.

CABIN CLEANING

- Perform all aircraft cleaning tasks (cleaning of carpet, galley, seats, aircraft toilets, compartments, aircraft holds, vacuum duty etc...) during aircraft transit, enhanced transit, deep cleaning and exterior cleaning under supervision of Lead Assistant/CCA (supervisor)
- Assist ULD supervisor to ensure proper ULD management (collection of ULDs)
- Perform BME functions (Connection/disconnection of ACU/GPU)
- Perform other tasks as which may be allocated from time to time in view of operational requirement.
- Perform wing walk activity.
- Perform other Tasks such as positioning/retrieval of aircraft chocks, safety cones etc...
- In addition to above, any other activity/task may be allocated in view of operational requirement.
- Interior cleaning of Aircraft Cabin :-flight deck, passenger and crew compartment:
 - ✓ empty ash trays,
 - ✓ dispose of litter,
 - ✓ clear waste from overhead stowage, wipe tables, seat ,seat back pockets and passenger service units, floor
 - ✓ empty refuse bins,
 - ✓ surface in pantries, galleys and toilets (wash basins, bowls, seats, mirrors and surrounds),
 - ✓ removal as necessary any contamination caused by airsickness, spilled food or drink and offensive stains, remove and dispose of litter waste and food and food related material (galley waste),
 - ✓ perform cabin dressing(blanket/duvets fold in designated locations, arrange seat belts, make up berth including crew,
 - ✓ replace head rests,
 - ✓ replace pillow covers restock toilet item, replace / restock seat back pockets items,
 - ✓ other items provided by the carrier,
 - ✓ Disinfect, deodorize aircraft with the material provided by the carrier, provide toilet service arrange for servicing (empty, clean, flush and replenish fluids), triturate /disposal service.
 - ✓ Responsible and accountable for overall quality, safety and security of operations in the assigned area of work.
 - ✓ Responsible for reporting to his supervisors' occurrences, events, violations and acts that may affect safety, security and company reputation.

EDUCATIONAL QUALIFICATIONS

- Candidates must be able to read and understand local language or simple English/Hindi.
- Std. X Pass

RELEVANT EXPERIENCE

- Fresher's can apply
- 6 months experience in aviation operations will be preferred
- Have appropriate skills to set and manage priorities
- Candidates having experience in Maintenance / Workshop will be preferred.

PERSONAL CHARACTERISTICS & BEHAVIOURS

- Ability to work in a diverse, multicultural and fast paced environment
- Candidate should be willing to work night shifts
- Good Communicator
- A team player at handling cross sectional team
- Excellent customer service and interpersonal skills
- Positive attitude with the natural ability to provide excellent service in a team environment, dealing with people from many cultures
- Excellent grooming and personal presentation

Location: Cochin

- 10th or 12th Pass
- Age Limit: Not more than 35 years.
- Fresher's can apply.
- Staff who are currently working at the Airport / staff having experience in Aviation Industry would be an added advantage.

Note to all Applicants

- Incomplete applications will be disregarded.
- Passport issued on or after 2018 and latest Police Clearance Certificate from Superintendent of police (Rural)/ Police Commissioner (City)
- Eligible & Interested candidates to send their CV's with a soft copy of the passport size photograph on careers@aisats.in
- For any further assistance please contact: **+91 9137671350**
- Closing date for applications is **5th September 2022.**

