

JOB PURPOSE & SPECIFIC RESPONSIBILITIES:

- Code of conduct with respect to uniform, grooming policy, alcohol and drug consumption
- Floor walking - distribute baggage tags and immigration form to the passenger, guide the passenger.
- Document check - travel documents (passport, certificate of identity, emergency certificate, merchant seamen book), endorsements, visas, health certificate, Airport tax, customs.
- Passenger Meet & Assist - assisting VIP, CIP and Mother with child.
- Special Handling - assisting infants, wheelchair passenger, physically challenged.
- Check in Counter –
 - Arranging stationary at counters
 - Check the FIDS , BP/BT Printers status
 - Accepting reservation and issuance of tickets
 - Travel documents (passport, certificate of identity, emergency certificate, and merchant seamen book), endorsements, visas, health certificate, Airport tax, and customs.
 - Check-in the correct passenger.
 - Tagging the baggage to final destination
- Checking Passenger Profiling , identity and checking them and their baggage for the flight, correctly recording of all weights and items which are to be put into the aircraft.
- Profile passengers by asking security / dangerous goods questions before issuing boarding pass(s)
- Issue proper boarding pass
- Adhere to correct procedure of acceptance and handling of registered baggage.
- Accept registered baggage and charge excess baggage (in case of exceeding normal baggage allowance)
- Inform the duty officer in case of special category passengers check-in
- Check status of all flights including catering uplift and adjust as required.
- Verify the position of transit passengers and inform duty officer.
- Announcement – information about boarding procedure.
- Documents – Arrival & Departure Clearance - General Declaration, passenger manifest,
- Excess Baggage Collection
- Filing flight documents - General Declaration, passenger manifest, Seat map, meals detail, Passenger Information List.
- Boarding gate functions - Arranging barricades, announcements, stubbing, document check (passport, boarding pass), editing of boarding passes, printing on board documents.
- Perform any other duties as assigned by their superior
- Manage Baggage services/Mishandled Baggage section and update respective Software (World Tracer) appropriately

- Assist and facilitate smooth flow of Passenger handling and departure of flights as per respective customer airline service quality requirements ensuring safety of Passengers
- Ensuring safety of Passengers during Embarkation/disembarkation
- Ensure Baggage's of Passengers reconciled before boarding
- Set up check-in counters as per Airlines requirement.
- Guide and Assist Passengers at Check-in counters.
- Check for the cabin baggage and oversized and excess baggage.
- Arrange Wheel Chair for Passenger if required.
- Ensure that frequent flyer programs of the airlines are professionally handled.
- Arrange for the hotel and conveyance in case of DB"s and VDB"s as per the carriers guidelines and SLA.
- Direct passengers through controls to departure gate.
- Make boarding announcements and manage the boarding process, manage upgrades and downgrades, handling stand by list, reconciliation of passenger numbers with aircraft documents prior to departure.
- Directs passengers from aircraft through controls.
- Arrange for transfer desk/connection services and baggage recheck.
- Initiate pre-flight/post-flight work.
- Ensure proper and correct information/guidance to passengers.
- Consult Supervisor in case of difficult situations.
- Handling delayed and cancelled operations.
- Awareness/implementation of policies and procedures of the airlines.
- Maintain proper communication with the supervisor.
- Develop teamwork to have smooth handling.
- Coordination with colleagues in various areas for on time departure.
- Provide proper information regarding the flight to the passengers.
- Assist wheel chair passengers and Unaccompanied minor.
- Meet and assist VIP and CIP persons.
- Assist passengers with their baggage.
- Check-In passenger's baggage and issue with the airline boarding pass he/she is flying with.
- 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

- 12th Pass

RELEVANT EXPERIENCE

- 0 - 12 months of experience in the relevant field
- Should be able to handle different situation.
- Should possess good command over computer application

PERSONAL CHARACTERISTICS & BEHAVIOURS

- Possesses openness to new challenges
- Willingness to go beyond the challenges and meet the deadlines.
- Possesses good communication skills.
- Should have the ability to solve problems
- Should be service oriented

Location: Cochin

- Graduate in any subject
- 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.**