

AIRCRAFT TURNAROUND CORDINATOR (S6)

2016/F/CHQ/HRD/0063/RS

JOB PURPOSE

Aircraft Turnaround Coordinator (TAC) is responsible to plan, organize, supervise and control the turnaround activities for customer airlines in order to achieve a safe, secure on-time departure.

The TAC is responsible to ensure that all participating stakeholders of the turnaround process adhere to the PTS and guidelines published by the customer airline.

The TAC shall monitor the turnaround functions so that they meet the service level agreement, as well as resolve issues and/or concerns that may impact the turnaround of the aircraft.

SPECIFIC RESPONSIBILITIES

- Proactively motivates and supervises the complete turnaround, seeking out potential problems prior to any impact or disruption of the Precision Timing Schedule.
- Liaise with and between teams, departments within and external stakeholders to mitigate discrepancies in task sequence to ensure an on time departure of Aircraft thru skillful coordination and controlling of operational activities within the turnaround.
- Accountable for the punctuality of all assigned flights to ensure an acceptable level of on-time departures are achieved. Allocates delays as appropriate in coordination with the customer airline.
- Each aircraft turnaround will have a TAC allocated. TAC may be responsible for more than one turnaround.
- Coordinates and when necessary direct all operation turnaround activities. A TAC may also need to manage disruptions and minimize length of delay.
- Stops any turnaround activities being carried out in non-compliances with safety, security and operations procedures and processes.
- Works to engagement standard set out to achieve a punctual departure of the customer airline.
- Must work to varied set of engagement stands. Different timings for different aircraft types or different airlines.
- Works carefully to engagement standard. Sets out to achieve a punctual departure of the customer airline.
- Arranges and plans to receive the flight before arriving. Liaises closely with all internal sections and external agencies to ensure that resources are available, serviceable and in position prior to flight arrival, enabling immediate engagement after blocks-on and engine shutdown.
- Perform all functions as published in the AISATS – DEL SOP and WI for Aircraft Turnaround Coordinators
- Ability to put to best use the various communication tools e.g. Radio, telephones, mobile, computer, telex eTAC...
- Coordinates/supervision all the emergency activities and procedures in liaising with the Airport authorities in case a full emergency aircraft incident occurred.
- Ensures that aircraft loaded safety with baggage/cargo and mail in accordance with LIF and incorrect loading positions.

- Responsible for taking note of passenger book Load, Cargo Book load, transit passengers and passengers with special needs from the system and ensure appropriate action.
- Responsible for reconciling the passenger list with actual people on Board
- Responsible for notifying load control if any additional weight and handing over provisional load sheet to captain
- Maintains close relationships with Airlines, Government Agencies, and suppliers to ensure the highest levels of Customer Service are consistently delivered.
- Records accurately all relevant details of individual flight turnaround on the dispatch Report Card to enable past flight reconciliation and investigation to ensure follow up procedures / improvements are implemented by respective departments.
- Ensure all deviations or service lapses are immediately identified, corrective action initiated and the shift duty managers or appropriate manager informed.
- Carries out other similar or related duties as preparing reports on baggage or cargo irregularities, damage or breakdown of equipment and actions taken, ensuring staffs are wearing appropriate uniforms and protective clothing and providing support for short-manned sections.
- Communicates with all Company, agency and/or Customer Airlines through the Trunk Radio Network, advising accurate information of all block times, incidents, in-hold defects, flight disruptions and technical problems, to enable all Operations sections to remain “in the loop” and plan / adjust flight programme as necessary.
- Maintains close relationships with Airlines, Government Agencies, and suppliers to ensure the highest levels of Customer Service are consistently delivered.

EDUCATIONAL QUALIFICATIONS:

- Bachelor’s Degree or Equivalent (Any stream) from a reputed university. Certification in ramp, baggage, passenger handling will be advantages.

RELEVANT EXPERIENCE

Aircraft Turnaround Coordinators should possess the following experiences:

- 24-36 Months of experience in an airport operations environment with exposure to the various operational functions at a major international airport, preferably with a ground handling company or airline.
- Must have passed the IATA Dangerous Good CAT 9 and/or 10 certification or be able to demonstrate the equivalent in external training with other organizations.
- Knowledge of Check – In, and/or Baggage Operations, and/or Load control, and/or Ramp Handling will be advantages.
- Knowledge of one or more airline DCS will be advantages
- Excellent command over written and spoken English with the ability to write operational reports (Delay Reports, Service Lapse Reports, Incident/Accident Reports) in an objective manner.

PERSONAL CHARACTERISTICS & BEHAVIOURS

For a successful role as TAC, he/she should have the following traits:

- Demonstrate excellent supervisory and leadership skills
- Able to work under pressure to achieve safe, punctual flight departures.
- Good knowledge of Customs, Immigration and Security regulations.
- Good communicator and able to relate to all levels of staff
- A team player and leadership at handling cross-sectional team
- Ability to interpret Airline Manuals and Operating procedures

Location: Cochin

- Graduate in any subject
- Age Limit: Not more than 35 years.
- 24-36 Months of experience in an airport operations
- Staff who are currently working at the Airport 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.**