

Job Title: RAMP SUPERVISOR (S6)

Location:

Department: OPERATIONS

About Air India SATS Airport Services Private Limited:

AISATS, a leading gateway services provider in India, is a 50-50 joint venture between Air India Limited (a part of the TATA Group) and SATS Ltd., one of the world's largest providers of air cargo handling services and Asia's leading airline caterer. 'AISATS' is defined by its people – they are our greatest strength. Their commitment to seamless delivery and customer delight is what enables us to fulfil our brand promise of service excellence. This has been the hallmark of our business for more than a decade. With deep domain knowledge of the aviation ecosystem, we offer end-to-end ground handling services such as passenger and baggage handling, ramp handling, aircraft interior cleaning, load control and flight operations, and cargo handling services for general, perishable, transshipment, express courier and special cargo.

Role Overview:

- Ramp Supervisor is responsible to assist shift duty manager to ensure that all flight operation in respective shift is handled smoothly and safely.
- Ramp Supervisor will report to Ramp Control Center / Ramp Duty Manager in shift.
- Ramp Supervisor will be responsible to perform operational, Ramp Duty Manager in and control duties as per the instructions of Ramp Duty Manager / Management so that safe and smooth operation is ensured.
- In absence of Ramp Duty Manager, Ramp Supervisor will be in-charge of ramp operation.
- Ramp Supervisor will be responsible to allocate resources as per operational requirements from Ramp Control Center.
- Ramp Supervisor will assist his junior and senior staff so that use of available resources is optimized.
- While operating from Ramp Control Center, Ramp Supervisor is responsible to plan

resources shift wise so that operational requirements are met.

- Ramp Supervisor will be responsible to handle turnaround of flights / flights (Ramp and cabin cleaning) as per his duty allocation.
- Ramp Supervisor is responsible to guide his junior staff in shift so that operational requirements are fulfilled. `
- Ramp Supervisor is responsible to ensure that proper handover and takeover of functions takes place between two shifts.
- Ramp Supervisor will be responsible to complete any ADMIN or operational task that could be assigned to him by duty manager / management.
- Ramp Supervisor will ensure that office discipline is maintained. He will assist Ramp Duty Manager on the same.
- Ramp Supervisor will be responsible to assist Ramp Duty Manager so that inventory of office equipment (Walkie talkies / mobiles / computers etc...) is done regularly and same is reported to HOD.
- Ramp Supervisor will be monitoring the ramp and ULD operation so that client airline requirements are fulfilled.
- Ramp Supervisor will check for resources availability to meet operational requirement on day to day basis.
- Ramp Supervisor will inform Ramp Duty Manager I HOD so that adequate resources are made available.
- Ramp Supervisor will guide ramp supervisors and ramp team and will monitor their performance.
- Ramp Supervisor will help Ramp Duty Manager and HOD so that operational / internal communications are brought to the notice of all concerned in time.
- Ramp Supervisor will monitor operational communication and will ensure that same is addressed to all concerned.
- Ramp Supervisor will assist Ramp Duty Manager to prepare staff roster.
- Ramp Supervisor will assist Ramp Duty Manager to ensure that flight records are updated

and maintained.

- The determination of the manpower required to handle a flight is in accordance to aircraft type and load factor. The Ramp Supervisor responsible for manpower deployment uses Load Distribution Message, Container Pallet Message (CPM), pre-advised special handling information, flight schedules and the ground/transit time to assign staff to handle all departure, arrival, and transit and turnaround flights. After this has been determined, the Ramp Supervisor will work out the Daily Flight assignment. He will also supplement additional manpower in accordance to load factor.
- Ramp Supervisor will conduct random checks and ensure that all details of additional services provided during his shift are captured accurately in the summary. In the event of any discrepancies, the Ramp Control Center RSSA will amend the errors accordingly.
- The Ramp Control Center, Ramp Supervisor shall obtain all flight movement details and location of parking bays from the Flight information Display System (FIDS) set.
- The Ramp Control Center will monitor the FIDS at an interval of 15 minutes to obtain any subsequent changes of bay allocation and flight schedule.
- The fixed VHF sets in Ramp Control Center shall always be manned, preferably by the Ramp Control Center (RSSA/Ramp Service Officer). This is to ensure constant update and communication with the flight handling teams on the tarmac.
- Any other operational, ADMIN and control work could be assigned to Ramp Service Officer as per operational / company requirements.
- Responsible to ensure the safe and secure flight handling for which he is allocated;
- To attend airline briefing whenever required and Instruct all his team members/ Equipment operators accordingly.
- To collect incoming LDM/CPM and LIRF from load control.
- To confirm ETA, Bay number etc. with AOCC.
- To ensure all his team members adhere to safety requirements e.g. PPE's
- To ensure all preflight checks/arrangements are done as per incoming LDM/CPM and other special handling request. e.g. Ambulift, GPU, GCU etc.

- To ensure all out going cargo/mail are positioned in the bay by ETD-10min
- To inform AOCC, once flight is chocks on/off and PBB/passenger step connected.
- To ensure bags/baggage ULDs are offloaded first as per sequence (F/J/Y), release the same to BBA on priority basis.
- Ensure all cargo off loaded and released to warehouse.
- Ensure to carry out physical check on cargo holds to ensure no bags/cargo are left behind and check for any damages to aircraft.
- Ensure that there is no deviation in ULD about the number and the content and if so to inform Load control.
- In case of handling of Dangerous goods the condition of the packages should be checked and proper procedure to be followed while loading in to the aircraft and should ensure proper stowing.
- To monitor loading of cargo/mail/baggage etc. as per LIRF.
- To check with load control in case of any changes in loading, off-loading of cargo, status of standby cargo and do accordingly.
- To check any last minute baggage with BMA/boarding gate.
- To inform AOCC once passenger/ cargo doors are closed and off blocks.
- To hand over, filled LIRF to load control.
- To Update Ramp Assistant form as per requirements and submit to Duty Manager with all necessary documents.
- To inform and report to Duty Manager about any accidents/incidents with proper information
- Leave registers at respective departments are to be maintained, and supervisors will mark approvals accordingly
- 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

- Bachelor's or Master's Degree or its equivalent

RELEVANT EXPERIENCE

- 30-60 months experience in ramp operations, Experience in resource management/staff allocation would be an advantage
- Ability to learn and develop new skill
- Any qualification related to Airport operations/Aviation would be an advantage

PERSONAL CHARACTERISTICS & BEHAVIOUR

- Demonstrate excellent supervisory and leadership skills
- Good communication and interpersonal skills
- Fluent in written and spoken English
- Ability to lead a diverse team and display leadership skills while handling cross-sectional team
- Ability to think logically while managing operational workload
- Problem solver with ability to make quick decisions based on available facts
- Proven ability to lead, mentor a young and dynamic talent pool
- Ability to understand and interpret customer airlines' operational manuals
- Ability to work in teams while displaying a high degree of motivation, enthusiasm and commitment
- Must be physically fit to work in shifts and under adverse weather conditions

Reporting Officer	
Signature of the Employee Date	