

Job Title AIRCRAFT TURNAROUND CO-ORDINATOR (S5)

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

Turnaround Coordinator (TAC) is responsible to plan, organize, supervise and control the turnaround activities for customer airlines in order to achieve a safe, secure and on-time departure. The TAC is responsible to ensure that all participating stakeholders of the turnaround process adhere to the PTS and to 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

- Each aircraft turnaround will have a TAC allocated. TAC may be responsible for more than one turnaround with a separation of at least 30 minutes from ETA/ATD.
- 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.
- Gather, input and process all data and documentation required for the safe and secure turnaround, by manual, automated computerized systems, including weather reporting and NOTAMs, LDM, PSM, Special loads, cargo, mail, DGR, additional equipment's like GPU, Steps & ACU, fuel, catering and crew changes.
- Coordination of all phases of aircraft handling, including catering, cleaning, fueling, crew and passenger boarding/de-boarding

- 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.
- Ability to put to best use the various communication tools e.g. Radio, telephones, mobile, computer, telex eTAC.
- Carryout pre-arrival inspections, aircraft the aircraft footprint area hazard/FOD checks
- Coordinates/supervision all the emergency activities and procedures in liaising with the Airport authorities in case a full emergency aircraft incident occurred.
- Shall ensure that aircraft is loaded safely with baggage/cargo and mail in accordance with LIF and correct 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
- Ensuring adherence to Precision Time Schedules
- Records accurately all relevant details of individual flight turnaround on the dispatch Report Card to enable post 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.
- ****Any role/responsibility over and above the standard expected tasks shall be documented as a WI (Working Instructions) as per specific airline and/or station.**
- 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 Degree or Equivalent (Any stream) from a reputed university/ min 3 years Diploma in Mechanical Engineering/ Aircraft Maintenance Engineering/Electrical Engineering

(**This is applicable to existing candidates too who may be planning to apply through the IVN)

- Experience in ramp, baggage, passenger handling will be advantageous.
- A good command of English Language spoken and written is a pre-requisite.

RELEVANT EXPERIENCE

Aircraft Turnaround Coordinators should possess the following experiences:

- A minimum of 3 years of proven experience in Ground Handling is a mandate.
- Ramp experience will be preferred.
- Exposure to the various operational functions at a major international airport, preferably with a ground handling company/ airline is mandatory.
- Holding a Certification from DGCA/IATA on any of the DG Category trainings would be an advantage
- Knowledge of one or more airline DCS as well as Load Control Knowledge shall be preferred.

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 level of staff
- A team player and leadership at handling cross-sectional team
- Ability to interpret Airline Manuals and Operating procedures

Reporting Officer	
Signature of the Employee Date	

