

LOAD CONTROL AGENT (S4)

JOB PURPOSE & SPECIFIC RESPONSIBILITIES:

The Aircraft Load Control Agent is responsible for ensuring the safe and efficient loading of cargo, baggage, and passengers onto aircraft. They play a crucial role in maintaining the aircraft's balance and weight distribution, ensuring compliance with safety regulations and optimizing fuel efficiency. This position requires attention to detail, excellent communication skills, and the ability to work in a fast-paced environment.

Specific Responsibilities:

- Preparing and reviewing load plans for each flight, considering weight restrictions, balance, and aircraft performance requirements.
- Collaborating with ground handling personnel, airline staff, and flight crew to ensure accurate and timely loading operations.
- Verifying and documenting the weight and balance of all cargo, baggage, and passengers using approved weighing equipment and software.
- Calculating and distributing load sheets and reports to the flight crew, including load distribution, trim settings, and takeoff/landing performance data.
- Ensuring compliance with all applicable safety regulations, company policies, and industry standards in regards to loading procedures.
- Coordinating with other departments such as operations, dispatch, and maintenance to address any load-related issues or changes in flight plans.
- Monitoring and resolving any discrepancies or irregularities in the loading process, such as overbooking, excess baggage, or special handling requirements.
- Providing guidance and support to ground handling personnel regarding proper loading techniques, cargo securement, and dangerous goods handling.
- Conducting weight and balance checks during flight operations, as required, to ensure continued aircraft stability and performance.
- Maintaining accurate records of all load-related activities, including load manifests, load plans, and weight and balance reports.
- 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.

LOAD CONTROL SENIOR AGENT (S5)

JOB PURPOSE:

The Aircraft Load Control Senior Agent is responsible for ensuring the safe and efficient loading of aircraft, taking into account weight and balance considerations. They oversee the preparation of load sheets and ensure compliance with all applicable regulations and company policies. The Senior Agent

works closely with other departments and stakeholders to coordinate the loading process and resolve any issues that may arise. This position requires strong organizational skills, attention to detail, and the ability to work in a fast-paced environment.

SPECIFIC RESPONSIBILITIES:

1. Load Planning and Execution:
 1. Prepare load sheets, taking into account aircraft weight and balance limits, fuel requirements, and passenger/cargo distribution.
 2. Coordinate with ground handling staff, flight crew, and other relevant personnel to ensure accurate and timely loading of the aircraft.
 3. Ensure compliance with all safety regulations and company policies during the loading process.
 4. Conduct final checks and verifications to ensure accuracy of load documentation.
2. Communication and Coordination:
 - Collaborate with various departments (e.g., operations, ground handling, maintenance) to gather necessary information for load planning.
 - Communicate effectively with ground handling staff, flight crew, and other stakeholders to coordinate loading activities and address any concerns or issues.
 - Provide guidance and support to Load Control Agents, assisting them in resolving complex load-related problems.
3. Performance Monitoring:
 - Monitor and evaluate load control processes to identify opportunities for improvement.
 - Analyze load reports, flight data, and performance indicators to ensure compliance with standards and identify any deviations or trends.
 - Implement corrective actions and develop strategies to optimize load control operations.
4. Documentation and Compliance:
 - Maintain accurate records of load plans, weight and balance calculations, and other relevant documentation.
 - Ensure compliance with regulatory requirements, such as those outlined by the Federal Aviation Administration (FAA) or other applicable authorities.
 - Keep abreast of industry developments and changes in regulations related to aircraft load control.
5. Team Support and Training:

- Provide guidance, mentoring, and training to junior Load Control Agents.
- Foster a positive and collaborative work environment, promoting teamwork and knowledge sharing.
- 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

RELEVANT EXPERIENCE

- Prior experience in aircraft load control, weight and balance, or a related field is required.
- Strong knowledge of aircraft weight and balance principles, load planning procedures, and regulatory requirements.
- Familiarity with industry-standard software and systems used in aircraft load control operations (e.g. Amadeus Altea – FM, Lido).
- Excellent organizational and multitasking skills, with the ability to prioritize tasks and work effectively in a fast-paced environment.
- Strong analytical and problem-solving abilities, with attention to detail.
- Effective communication and interpersonal skills, with the ability to collaborate with various stakeholders.
- Ability to work under pressure and adapt to changing circumstances.