

JOB PURPOSE & SPECIFIC RESPONSIBILITIES:

- Coordinate and interact with various government agencies (ATC, AAI, DGCA, BCAS etc.) in order to ensure smooth flight operations (Pre/Post flight).
- Extend proper communication to staff periodically for delay and before schedule operations etc.
- Ensure safe and secure operations and flight departure on or before schedule time in coordination with the respective flight supervisors.
- Establish counter management, queue management and proper boarding guidelines.
- Coordinate crew movement as per the airline specifications.
- Ensure FHR is properly filled and timely signed by respective airline representative.
- With proper rostering ensure availability of adequate trained manpower at respective locations within the passenger terminal and coordinate with duty officers of other departments for the same.
- Provide staff information to the Duty Manager for their evaluation.
- Handle staff grievances and complaints and other administrative issues which need not be escalated.
- Ensure adequate availability of staff in each functional area.
- Ensure availability of required handling equipment.
- Ensure staff follows procedures as per training rendered
- Ensure terminal discipline at all times.
- Monitor rostering of staff for effective cross utilization.
- Arrange and ensure transportation of crew and staff, where applicable.
- Liaison with carriers, Authorities at the airport, OAL and handling agencies.
Ensure that the performance standards set forth in the carrier's handling agreement are met in all respects.
- Contact customer airlines for their feedback.
- Coordinate the activities of the airport operations as far as flight handling is concerned and extend proper communication to staff periodically.
- Monitor the flight operations including pre-flight, arrivals, and departure and post flight activities. Conduct briefing in advance of the day's operations and solutions to the problems faced by the staff periodically.
- Assist the Duty Manager in staff appraisal reports as per company rules.
- Coordinate and interact with various government agencies and maintain rapport in order to ensure smooth flight operations.
- Encourage staff involvement for constant operations improvement.
- Handle staff grievances and complaints within a reasonable time span and escalate to Duty Manager wherever required. Handle multiple tasks to maintain optimum work output.
- Update staff about changes and advise them about their progress periodically verbally and in writing.
- Ensure proper implementation of company policies and procedures.

- Sanction/monitor leave records of staff and check sufficient staff is available for flight requirement.
- Allocate staff as per airline requirement
- Brief the team on special instructions and distribute the duties
- Ensure necessary stationery and documents for flight handling
- Ensure flight number, destination and time are displayed correctly
- Ensure filing of flight documents Ensure Special Handling
- Ensure Check in Counter
- Conduct pre-flight and post flight briefing
- Assist and guide team/staff when facing difficulty in handling passengers
- Process standby passengers, interline passengers, upgrading and passengers require special handling
- Coordinate between boarding, counters, arrivals, MHB staff
- Ensure boarding and gate function
- Sort out discrepancies like duplicate check-in, immigration cases, missing passengers, seat duplicating etc.
- Meet the Airline representative and take briefing.
- Take charge of flights assigned in Passenger Service Operations.
- Allocate the staff as per Airline requirement.
- Conduct pre-flight briefing and ensure that his subordinates are conversant with the standing regulations and procedures.
- Ensure that each passenger is handled according to precision timing and procedures as per airlines standards. Assist and guide Customer service agent I and agent II facing difficulty in handling passengers.
- Process standby passengers, interline passengers, upgrading and other passengers that require special handling.
- Ensure staff verify validity of flight coupons and reconcile tickets with the passenger load.
- Coordinate between boarding control, Counters, Arrivals, MHB staff, boarding gate staff.
- Sort out discrepancies and last minute requests at the counter and gate (e.g. duplicate check in, immigration cases, seat duplication, missing passengers, upgrading and seat change etc.,)
- Ensure complete the Check - In Control Form or Gate Report, recording in detail any incident and action taken.
- Responsible for housekeeping and cleanliness of the work area.
- Perform any other duties as assigned by his superiors.
- Update self with the changes / update – Airline wise.
- Recording incidents and action taken
- Responsible for housekeeping and cleanliness of work area
- Perform any other functions as required by the –PAX
- 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

- Bachelors/Master’s Degree or, Equivalent.

RELEVANT EXPERIENCE

- Minimum 36 Months of experience in Aviation industry out of which at least 1 year should be at CSSA level.
- Extensive hands-on experience and training in Flight and Ground Operations
- Passenger Services Airline Administration Dealing with Airports and other authorities.
- Knowledge of Airport Safety & Security Regulations especially Terminal operations including DGR, IATA, ICAO BCAS requirements.
- Thorough knowledge of GHA, IATA Regulations, Airport Handling Standards.
- Willingness to work in night shifts and extended hours.
- Excellent command over spoken and written English.
- Adequate knowledge of computers.
- Sense of responsibility towards customer needs and expectations.
- Motivational and leadership qualities.

PERSONAL CHARACTERISTICS & BEHAVIOURS

- Demonstrate excellent supervisory and leadership skills
- Good communicator and able to relate to all levels of staff with excellent interpersonal skills
- Fluency in written and spoken English.
- Individual with high energy levels. Ability to lead a diverse team and display leadership skills While handling cross-sectional team.
- Ability to think logically, in addition to managing operational pressure
- A problem solver, with the ability to make quick decisions based on available facts.
- Proven ability to lead, mentor and a young and dynamic group of talent.
- Ability to understand and interpret customer airlines operational manuals
- Ability to work in teams, whilst displaying a high degree of motivation, enthusiasm and commitment

Reporting Officer	
Signature of the Employee/Date	