

**Job** DUTY MANAGER I - CUSTOMER SERVICES (E1)

**Location:**

**Department:** Customer Service

**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.

**JOB PURPOSE & SPECIFIC RESPONSIBILITIES:**

- Take charge of various work areas in passenger service operations
- Ensure close liaison with Airlines on all matters for smooth operations
- Attend to investigation and complaints raised by airlines or passengers
- Ensure client satisfaction
- Airline meetings to resolve issues or complaints
- Follow up with airlines and passengers on incidents to provide closure and service recovery
- Review work procedures and implement solutions to improve service
- Monitoring of SLA & agreed service standards to ensure compliance and achievement of such standards
- Lead, organize and motivate staff, monitor staff performance
- Carry out investigations relating to discrepancies, lapse and errors
- Brief all staff on new instructions and requirements & ensure all staff complies to company regulations and discipline
- Build and maintain an efficient operation team

- Interview and appraise staff; monitor and control the staff over time/ attendance
- Responsible for the safety and quality of the function /task performed
- Oversee special handling requirements (MAAS, VIP, etc.) to ensure smooth handling.
- Attend to passengers who require special assistance.
- Other standards as agreed with the airlines
- Responsible for reporting to his superiors on occurrences, events, violations and acts that may affect safety, security and company reputation
- Undertake more functions when required
- Airline meetings to resolve issues or complaints.
- Follow up with airlines and passengers on incidents to provide closure and recovery service if necessary.
- Review work procedures and solution implementations to improve service.
- Monitoring of SLAs and agreed service standards to ensure compliance and achievement of such standards.
- Lead and motivate operational staff to carry out their duties according to the requirements of the airlines.
- Monitor staff performance
- Carry out investigations relating to discrepancies, lapse and errors
- Brief all staff on new instructions and requirements
- Ensure that all staff complies with company regulations and maintain overall discipline.
- Plan and monitor staff deployment to ensure smooth operations.
- Oversee special handling requirements (MAAS, VIP, etc.) to ensure smooth handling.
- Attend to passengers who require special assistance
- Designated reporting to Sectional Heads - Passenger Services on shift basis.
- Maintain updates on Passenger Handling Procedures as received from time to time from Regulatory authority/Customer airlines Manuals / Corporate HQ on operating procedures and assure that the subordinates are fully aware of any new updates in this regard by dissemination of information in time.

- Assure all log entries are correctly updated on shift to shift basis
- Assist the management to control staff overtime without affecting the operations.
- Check staff appearance and grooming to ensure that all staff members report to duty neat, clean and in full uniform.
- Coordinate with Customer airlines to build strong relationship that is essential for smooth operations.
- Coordinate with Airports authorities to ensure good relationships that will upgrade business operations.
- Follow up and take necessary action against instructional emails, SITA messages, inform all concerned for immediate action
- Monitor closely all on sight activities such as Passenger Checking /Baggage Handling /Gate operations.
- Reports any irregularities to Safety Coordinator at the station.
- Prepares and submits a monthly inventory (stationery requirements) each airline to avoid any Last minute shortages.
- Prepare staff monthly roster for the Passenger personnel.
- Check Staff daily attendance.
- Reply to all queries / complaint and claims received and report to the respective Managers (Passenger /Ramp Services)
- Plan staff annual leaves.
- Prepares a detailed monthly activity report.
- Responsible for exercising due diligence towards Health & Safety of self & others in the organization as well as environmental protection issues.
- Responsible for Safety & Quality of the function / Task performed.
- Deputize for Sr. Manager/Manager for administration and/ or operational function/ responsibilities as and when required.
- 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 respective flight supervisors
- Establish counter management, que 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
- Arrange proper equipment allocation for flight operations and ensure that equipment requirement of flight/freighter is met
- 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
- conduct staff evaluation as and when required in liaison with the respective supervisors
- Conduct/arrange training staff as and when necessary. Handle staff grievances and complaints and other administrative issues.
- Ensure availability of required number of staff in each area, including hiring of staff
- Ensure and organize training and monitor training standards in accordance with company and carrier requirements
- Ensure availability of required handling equipment
- Ensure terminal discipline at all times
- Monitor rostering of staff for effective cross utilization
- Establish administrative practices and implementing cost cutting measures
- Ensure licensing, installation and maintenance of communication facilities
- Arrange and ensure transportation of crew and staff, where applicable
- Liaison with carriers, authorities at the airport, OAL and handling agencies
- Ensure that performance standards set forth in the carrier's handling agreement are met in all respects
- Conduct regular meetings with customer airlines for service feedback and improvements

- Coordinate activities of the airport operations as far as flight handling is concerned and extend proper communication to staff periodically
- Monitor flight operations including pre-flight, arrivals, departures and post-flight activities
- Conduct briefing in advance of the day's operations and solutions to the problems faced by the staff periodically
- Prepare staff performance/appraisal reports as per company rules
- Coordinate and interact with various government agencies and maintain rapport in order to ensure smooth flight operations
- Handle staff grievances and complaints within reasonable time span
- Handle multiple tasks to maintain optimum work output
- Coordinate with the security/vigilance department
- Be part of the AOCC and be able to take decisions and implement them whenever and wherever required
- 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
- Check on absenteeism and take necessary action to avoid discrepancies and complaints from the customer.
- Responsible and accountable for overall quality, safety and security of operations.
- You will be responsible and accountable to make necessary operational decisions related to safety and security matters at all times whilst on duty.
- Perform any other function as required by the VP-CS

**EDUCATIONAL QUALIFICATION**

- Bachelor/Master's Degree in Business Administration

**RELEVANT EXPERIENCE**

- 96-120 months in a supervisory environment, including successful management of multi-cultural teams.

- Have demonstrated ability in preparing senior management reports and data analysis
- Have the appropriate skill set, to set and manage priorities
- Exceptional command over MS Office (excel), Excellent command over written and spoken

English with the ability to document operational business case scenarios, develop process flow documentation.

#### **PERSONAL CHARACTERISTICS & BEHAVIOURS**

- Demonstrate excellent managerial and leadership skills
- Good communicator and able to relate to all levels of staff
- A team player and leader at handling cross-sectional teams
- Comprehend and translate complex data and its relationship to trends and observation

Reporting Officer	
Signature of the Employee Date	