

Job Title: LOAD CONTROL AGENT (S4)

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 and Job 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.

RELEVANT EXPERIENCE

- Graduate

RELEVANT EXPERIENCE

- Previous experience in aircraft load control or related roles is highly desirable.
- Familiarity with aviation regulations, safety practices, and load planning software/systems (e.g., Weight and Balance Systems, Load Planning Software).
- Excellent mathematical skills and the ability to perform weight and balance calculations accurately.

PERSONAL CHARACTERISTICS & BEHAVIOURS

- Strong attention to detail and organizational skills.
- Effective communication skills to interact with various stakeholders, including flight crew, ground handling personnel, and other relevant departments.
- Ability to work effectively under pressure in a fast-paced and dynamic environment.
- Knowledge of dangerous goods regulations and handling procedures is an advantage.
- Proficiency in computer applications and software relevant to load control operations.
- Should be service oriented

Reporting Officer	
Signature of the Employee Date	