

**Job Title** DUTY MANAGER I – RAMP SERVICES (E1)

**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**

Duty Manger is responsible to assist Ramp Manager/AVP to ensure that all flight operations in his/her respective shift is handled smoothly and safely. This position represents ramp department in operation in ramp management/company and its values in its relations with customers, authorities and professional bodies. Resolves problems related to ramp services, controls the team effectively and ensures highest standards of customer satisfaction in terms of quality, efficiency and effectiveness. Duty Manager carries out authorities of Ramp Management/Ramp AVP, plans, organizes, directs and controls all ramp services in his/her shift.

### **Job Responsibilities**

- To report to Manager-Ramp Services/Asst. Manager-Ramp services.
- Responsible for entire operations (Ramp, BMA, BBA, PBB, Cargo movement, Cabin cleaning & other Ramp Services) in his shift.
- Ensures that ramp services are in accordance with the procedures laid down by respective airlines and regulating bodies at airports
- Ensure all staff are updated and adhere to safety procedures/practices and regulations in entire operations.
- To meet all the handling requirements of all Airlines by the operational staff.

- To ensure staff discipline and to deal with staff (Reporting to him) related issues and bring it to the attention of superiors. Also ensures that coherence, peace and discipline is guaranteed among the staff.
- Assists his/her manager and contributes towards formulating ground handling service strategies and policies in accordance to company vision, mission, value and legal procedure
- Provides necessary assistance to Ramp Manager/AVP-Ramp in relation with customers and airline authorities and operational departments to achieve goals, market share, revenue levels, costs reduction, and/or operational efficiency
- Leads coordinates his/her subordinates during his/her shift, delivers targets, monitors and evaluates his/her subordinates performance and provides feedback, reports them to ramp Manager/AVP Ramp
- Recommends key people for ground handling services and operational departments to achieve goals, market share, revenue levels, cost reductions and /or operational efficiency.
- Makes spot checks regarding discrepancies and contributes to make measures in order to eliminate the same during his/her shifts and reports it to Ramp Manager/AVP Ramp
- Monitors monthly realization of department targets and reports them to Ramp Manager/AVP Ramp. Measures and evaluates his/her individual performance and development, attends planned training and projects for self-improvement
- observes customer satisfaction within ground handling services and makes proposals for improvement and submits them to Ramp Manager/AVP Ramp
- Communicates with other departments and external agencies to ensure smooth services
- Assists Ramp Manager/AVP Ramp significantly in carrying out relations with customers at station and state authorities
- Ensures that devices used in ramp services are functioning well, and instructs Duty Officers to eliminate deficiencies
- Ensures the security and safety of company property (equipment, stationary Items etc.)
- Ensures confidentiality of all information regarding the company and the work he/she performs, ensures the security of valuable documents
- Ensures upkeep of AISATS offices, and ensures staff grooming and uniform regulations are strictly followed
- Ensures AISATS' corporate image and service standards are never jeopardized under any

circumstances

- Ensures that his/her team work in line with AISATS value, principles and procedures, serves as a model for employees in his/her team

- Ensures company resources (Staff & GSE) are deployed in operation in safe condition/manner

- Ensures to monitor attendance and overtime in her/his shift and reports any irregularity to Ramp manager/AVP Ramp

- Ensures optimization of resources in his/her shift

- Assists Ramp manager /AVP Ramp in training ramp staff

- Reports ramp services operation is handled in shifts to Ramp Manager/AVP Ramp through shift report

- Prepares monthly working schedule of ramp services departments and submits them to Ramp Manager/AVP Ramp for approval, plans overtime of personnel in the frame or working schedule

- Resolves the problems within the day operations which are beyond the jurisdiction of the Duty Officer, informs Ramp Manager/AVP Ramp on problems, which he he/she cannot resolve or which exceed his/her authorization

- Ensures that reports are issued for any accidents happening in the ramp area and transmits these to the relevant units for necessary operations

- Takes respective measures in accordance with the Emergency plan (in case of emergency) and ensures that relevant units are informed

- Checks the matter mentioned in the "Duty manager Log" for his/her shift and ensures extra services forms are updated accordingly.

- Monitors any additional ramp services provided to the airline and ensures extra service forms are updated accordingly

- Attends regular meetings with management and shares required information with the team to ensure smooth operation

- Takes necessary measures for development of all information needed for accurate invoicing of the services offered by the ramp department (Extra service form) and recording the same in the system and forwarding it to finance/invoice unit
- Conducts regular ramp safety audits, submits said audit report to Ramp Manager/AVP – Ramp in order to improve safety and efficiency in operations
- To conduct preliminary investigations into Delays to aircraft, Accidents/Incidents, Damages to aircraft or other equipment's and other operational issues/complaints and to submit a detailed report to the Superiors.
- To maintain cordial relations with all Airline Representatives, Airport Authorities and all other agencies.
- To submit a detailed shift report on entire operations and about all flights handled in his shift
- Responsible for the R/Ts, Mobile, Camera and other company assets during his shift.
- To Liaison with other departments/section on any operational matters.
- DM will be in-charge in absence of Manager
- Responsibility is to ensure that all flight operations in respective shift is handled smoothly and safely.
- Will assist, guide and conduct sessions to the team members in shift so that operational requirements are achieved.
- Responsible to perform any operational and admin jobs.
- Will ensure that office decorum and discipline is maintained also responsible for office equipment/ assets and do the inventory of the same on regular interval of time.
- Will prepare the daily shift report/ staff roster by keeping operational requirement in his mind and give office coverage round the clock.
- Will ensure that staff/flight records and manuals are updated and maintained.
- Will check on regular basis that team is following the given guide lines as per the SOP's.
- Will lead the team and observe their coordination with concerned departments.
- DM will keep a track on attendance and punctuality of the staff on daily basis.
- DM will ensure that the flow of information regarding the circulars, updates and notices to

the team members are communicated properly by the Duty Officers.

- Any other operational, admin and control work could be assigned to DM as per the operational/ company requirements.
- To perform any other related duty for which he is qualified and detailed to do so by his superiors
- 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.

### **EDUCATIONAL QUALIFICATIONS**

- Bachelor's degree in any subject

### **RELEVANT EXPERIENCE**

- 48 - 60 months of experience in the relevant field
- Should be able to handle a mass manpower
- Have the appropriate skill to set and manage priorities.
- Should possess good command over computer application
- Any professional qualification related to Aviation/Airport Operations is an advantage
- Must have experience with Schedules/non-schedules, General Aviation and charter flight handling
- Knowledge of load and trim sheet
- Must have experience handling narrow body, wide body and regional aircrafts in ramp

### **PERSONAL CHARACTERISTICS & BEHAVIOURS**

- Demonstrates excellent supervisory and leadership 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

- Ability to understand customer airlines operations manuals
- Possesses openness to new challenges
- Willingness to go beyond the challenges and meet the deadlines.
- Possesses good communication skills.
- Should have the ability to solve problems
- Should be service oriented

Reporting Officer	
Signature of the Employee Date	