

AIRLINE RELATIONSHIP MANAGER - CUSTOMER SERVICES (E)

2023/L/AISATS/HRD/0009/00/CS

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 observations

Reporting Officer	
Signature of the Employee/Date	