

**JOB PURPOSE:**

The Aircraft Load Control Senior Agent is responsible for ensuring the safe and efficient loading of aircraft, taking into account weight and balance considerations. They oversee the preparation of load sheets and ensure compliance with all applicable regulations and company policies. The Senior Agent works closely with other departments and stakeholders to coordinate the loading process and resolve any issues that may arise. This position requires strong organizational skills, attention to detail, and the ability to work in a fast-paced environment.

**SPECIFIC RESPONSIBILITIES:**

1. Load Planning and Execution:
  1. Prepare load sheets, taking into account aircraft weight and balance limits, fuel requirements, and passenger/cargo distribution.
  2. Coordinate with ground handling staff, flight crew, and other relevant personnel to ensure accurate and timely loading of the aircraft.
  3. Ensure compliance with all safety regulations and company policies during the loading process.
  4. Conduct final checks and verifications to ensure accuracy of load documentation.
2. Communication and Coordination:
  - Collaborate with various departments (e.g., operations, ground handling, maintenance) to gather necessary information for load planning.
  - Communicate effectively with ground handling staff, flight crew, and other stakeholders to coordinate loading activities and address any concerns or issues.
  - Provide guidance and support to Load Control Agents, assisting them in resolving complex load-related problems.
3. Performance Monitoring:
  - Monitor and evaluate load control processes to identify opportunities for improvement.
  - Analyze load reports, flight data, and performance indicators to ensure compliance with standards and identify any deviations or trends.
  - Implement corrective actions and develop strategies to optimize load control operations.
4. Documentation and Compliance:
  - Maintain accurate records of load plans, weight and balance calculations, and other relevant documentation.
  - Ensure compliance with regulatory requirements, such as those outlined by the Federal Aviation Administration (FAA) or other applicable authorities.
  - Keep abreast of industry developments and changes in regulations related to aircraft load control.
5. Team Support and Training:

- Provide guidance, mentoring, and training to junior Load Control Agents.
- Foster a positive and collaborative work environment, promoting teamwork and knowledge sharing.
- 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**

- Bachelor’s degree

**RELEVANT EXPERIENCE**

- Prior experience in aircraft load control, weight and balance, or a related field is required.
- Strong knowledge of aircraft weight and balance principles, load planning procedures, and regulatory requirements.
- Familiarity with industry-standard software and systems used in aircraft load control operations (e.g. Amadeus Altea – FM, Lido).
- Excellent organizational and multitasking skills, with the ability to prioritize tasks and work effectively in a fast-paced environment.
- Strong analytical and problem-solving abilities, with attention to detail.
- Effective communication and interpersonal skills, with the ability to collaborate with various stakeholders.
- Ability to work under pressure and adapt to changing circumstances.

**PERSONAL CHARACTERISTICS & BEHAVIOURS**

- 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	