

SENIOR MANAGER RAMP (M2)

2023/L/AISATS/HRD/0013/00/RS

JOB PURPOSE & SPECIFIC RESPONSIBILITIES

- To ensure the administration is working smoothly and all documents are properly maintained.
- To ensure that all ramp services are in accordance with the rules laid down by customer airlines and regulatory bodies at the airport, and are in concurrence to AISATS' standards and procedures
- Ensure that ramp team is updates with the latest policies, procedures and regulations
- To provide contributions to formulate ground handling services strategies and policies in accordance with company vision, mission, values and legal procedures, and implements the approved ones
- To provide necessary assistance to HOD - Ramp in relations to customers and airport authorities
- To ensure that ramp services are recorded and billed to respective clients and to ensure there is no revenue loss
- To assist HOD - Ramp to reduce operational costs and optimize resources
- To assist HOD - Ramp to ensure that aircraft cleaning (including transit, enhances, deep and aircraft exterior cleaning) are planned as per agreed SLA with clients
- Leads/Coordinates his/her subordinates during his/her shifts, delivers targets, monitors and evaluates his/her subordinates' performance and provides feedback, reports them HOD – Ramp.
- To make spot checks to ensure that ramp safety procedures are followed, take necessary steps to correct any irregularity in consultation with HOD-Ramp.
- To assist HOD - Ramp in preparing budgets for ramp services
- Observes customer satisfaction and makes proposals for improvement and submits them to HOD-Ramp.
- To prepare monthly working schedule of ramp services departments and submit them to HOD-Ramp for approval.
- To resolve day-to-day operations problems which are beyond the DM's jurisdiction, and to inform HOD-Ramp of problems which exceed his/her authorizations
- To ensure that safety audit of customer airline is carried out as per the procedure.
- To ensure training schedule is prepared once a quarterly and all the staff are trained as per the requirement.
- To ensure service level agreements with the customer airlines are maintained within the limits specified.
- To ensure proper discipline is maintained.
- To monitor all the report s forwarded by the Duty Managers and to take necessary action as and when required.
- To maintain cordial relations with All Airline Representatives, Airport Authorities and all other agencies.

- To investigate any delays, accidents to equipment/personnel and to submit the report to higher authorities.
- To ensure high standard of safety in the handling of flights.
- To ensure the baggage is delivered as per the airline standard.
- Monitor the BOS system in Admin and Ramp.
- To ensure the roster is prepared once in a quarter.
- To ensure inventory of company assets is maintained and reviewed periodically.
- To handle any project as and when required.
- 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

- University Degree
- Related qualification in Business Administration

RELEVANT EXPERIENCE

- At least 15 years of airport operational experience having worked as a Station /General Manager in an operation involving a high frequency of flights with large passenger and cargo loads
- Expert level knowledge of passenger Services, Cargo, Ground operations and Flight Operations
- Thorough knowledge of mishandled baggage practices and understanding of hardware /software protocols related to airport systems
- Detailed knowledge of and prior experience in the negotiation and drafting of IATA Standard Ground Handling Agreements
- Added knowledge of Safety and Quality standards.

PERSONAL CHARACTERISTICS & BEHAVIOUR

- A strong business acumen
- Demonstrated leadership and positive performance skills as it relates to managing staff
- Advanced level of negotiation skills
- Articulate, confident, poised and engaged

Reporting Officer	
Signature of the Employee/Date	