

Terms of Reference for Ramp Agent

1. Strictly observe office duty timing. (Punctuality)
2. Wear proper uniform including safety jackets and hand gloves while on duty.
3. All checked baggage should be tagged correctly for the correct destination.
4. Check properly condition of checked in baggage at the check in counter.
5. Ensure that all fragile baggage is loaded last and in upright position.
6. Ensure TR-baggage is loaded last and offloaded first.
7. All loading must be done as per the instruction received from the loading supervisor.
8. Check the condition of baggage at the time of unloading and inform supervisor in case of any damage.
9. Ensure that FOD are clear in RAMP area.
10. Ensure that counters are kept clean.
11. Check and maintain office car when required.
12. Refueling of Helicopter as and when required.