

DRUK AIR

JOB DESCRIPTION

JOB TITLE/POSITION	:	Passenger Service Agent
DIVISION/SECTION	:	Ground Operations Division
LEVEL	:	M-13
REPORTS TO	:	Head- Terminal Services Unit
PURPOSE	:	Check-in Agents are responsible for the entire passenger check-in and boarding process at all Drukair airports.

RESPONSIBILITIES

Passenger handling Services:

- Ensure that all pre-flight check-in activities are completed prior to the opening of the check-in counter.
- Check-in Passengers and baggage on to flights and issue boarding pass and baggage tags.
- Ensure to check all travel documents including passport, visa and any other documents required for entry into the destination country.
- Collect payment for any overweight baggage.
- Enquire and ensure that passenger's baggage complies with the Dangerous Goods restriction and AVSEC protocols.
- Make sure that smooth passengers and baggage flows are maintained at the check-in counters.
- Ensure that proper and correct up-to-date information about flights are provided to the passengers.
- Inform the facilitation staff regarding any passengers with special need, such as disabled and elderly passengers, unaccompanied minor, patients, VIP and CIP.
- Ensure to make boarding announcement prior to boarding of the passengers.
- Keep passengers informed, assist in the best possible way with boarding and ensure that continuous information is given during delays.
- Assist passenger in case of delayed flight, including arranging refreshment, meals, accommodation, transportation to hotels and connecting flights.
- Assist with Immigration formalities and Customs Clearance for passengers if necessary, and tally passenger figures with immigration record.

Standards and Procedures:

- Follow the standards and procedures as set out in the GOM, SHM, Tariff Manual and the Airport SOPs.
- Comply with the uniform manual and always wear the correct uniform and PPE with proper grooming standards.
- Strictly adhere to duty timing
- Ensure to submit daily traffic statistics and reports to relevant officials

Reports and Records:

- Any other duties as delegated by the Supervisors and the Station Manager

Others

**REQUIRED QUALIFICATIONS
(Competencies)**

- High School Diploma or Class XII
- Excellent written and verbal communication skills.
- Ability and willingness to work at a flexible schedule including weekends and holidays.
- Ability to direct the work of subordinates in a positive way.
- Following trainings are required:
 - a) DCS – Initial
 - b) DCS – Recurrent
 - c) Dangerous Goods Regulations – Initial
 - d) Dangerous Goods Regulations – Recurrent
 - e) Airline Passenger Service

Additional Information:

The above is a description of the general duties of the (position title). There may be specific duties assigned based on specific requirements.

In addition to the above responsibilities, (the position title) is expected to be knowledgeable about the other departments and have an understanding of the overall operation of Drukair. She/he should be willing to assist other departments as needed.