

TOR TEMPORARY FOR RAMP AGENT

JOB TITLE/POSITION	: RAMP AGENT – Check-in & Loading/Unloading & Sorting
DEPARTMENT/SECTION	: Ground Operations
LEVEL	:
REPORTS TO	: Head, Ramp Service Unit
PURPOSE	: Responsible for loading, unloading, sorting of baggage, freight and mail and also assist the check-in agents with the check-in process.

RESPONSIBILITIES

Check-in Que Services	<ul style="list-style-type: none"> • Ensure that business counters carpet kept neat and clean. • Check for any visible damage to checked baggage at the time of check-in. In case of any visible damage, should inform the business check-in agent to affix a Limited Release tag. • Ensure that checked baggages are tagged correctly for the correct destination. • Check the condition of the baggage and if not secured or closed properly then inform the business check-in agent accordingly. • Get all the old tags removed. • Get flight documents from Load Control and give to flight crew FP and ensure sent to correct destination. • Ensure to sent Business class passenger directly to business counter and Economy class passenger in Que.
Baggage Sorting	<ul style="list-style-type: none"> • Ensure that baggage and cargo is segregated flight wise as marked on the baggage tag and placed in the correct baggage trolley. • As soon as loading of trolley is completed, it should be moved to the aircraft so that loading could be started. • Ensure to use the Bingo chart to keep a physical count of the baggage loaded on the aircraft.
Loading/Unloading	<ul style="list-style-type: none"> • Before starting the loading, check the aircraft cargo holds for any remaining baggage/cargo from the previous flight. • Ensure that all loadings are done as per instruction received from the Loading Supervisor as per load control LIR. • Ensure that business class baggage are loaded last and offloaded first. • Must ensure that loads are not mixed inside the hold for the different sectors. • Ensure that the Bingo chart at the time of loading should submit to sorting SOD for baggage t • Ensure that all personnel working on the ramp follow the safety standards and procedures. Detailed in the Ground Operations Manual and other relevant SOPs.

Standards and Procedures:	<ul style="list-style-type: none"> • Comply with the uniform manual and always wear the correct uniform with proper grooming Standards.Ensure to wear correct PPE while on duty. • Ensure that on-duty conduct is done in a manner that is professional and amicable and that inappropriate conduct is dealt with accordingly. • Ensure that report duty on time and consistent late comers will dealt accordingly. • Ensure that ramp work areas maintain a proper and consistent standard and that all work areas are tidy and hygiene • Any other duty as assigned by the Supervisors, Unit Head and Station Manager.
Others:	
REQUIRED QUALIFICATIONS (Competencies)	<ul style="list-style-type: none"> • Class 10 pass • Ability to work under stressful situation including weekends and holidays. • Previous airline experience,If any. • Following trainings are required. <ul style="list-style-type: none"> a) Baggage Handling b) Airside Safety Awareness

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.

I confirm that I have read and understood the above job description.

The purpose of the job description is a reference document for new and current staff explaining what the job entails. For managers it is a reference document for appraisals to check if employees are performing/fulfilling the outlined responsibilities. The content of this job description will be reviewed on a regular basis to incorporate any new responsibilities, which reflect operational requirements of the lodge and department.

EXPLAINED BY:	SIGNATURE	DATE
	STATION MANAGER	
READ & ACCEPTED:	SIGNATURE	DATE