



## JOB DESCRIPTION

<b>JOB TITLE/POSITION</b>	Jr. Mechanic/Electrician – GSE
<b>DEPARTMENT/DIVISION</b>	Ground Operations
<b>LEVEL</b>	Assistant
<b>REPORTS TO</b>	Head, GSE Unit
<b>PURPOSE</b>	To maintain ground support equipment in a safe operating condition, maintain a preventative maintenance program, and perform maintenance to resolve immediate operational and/or safety concerns.

### RESPONSIBILITIES:

- Ensure that all Ground Support Equipment under the division are serviceable. The equipment must not only be functional but also presentable as well.
- Carry out routine and comprehensive maintenance of all ground equipments, on time, as per the maintenance task card.
- Maintain tools and equipment properly and ensure that the tools are available to execute the maintenance work.
- Respond to emergency calls related to ground equipment requirement in the ramp and maintenance.
- Submit monthly report to the Head – GSE Unit on GSE Downtime
- Handle the GSE equipments and spare parts with utmost care keeping in view the cost implication and difficulty in procuring them.
- Ensure that all GSE equipments have sufficient fuel.
- Attend duty on time as per the staff rotation plan and maintain strict office decorum in the office premises.
- Ensure that staff on duty comply with uniform and PPE.
- Maintain cleanliness and hygiene in work place.



- Perform any other duties as assigned by the Head - GSE Unit.

<b>Required Qualifications (Competencies)</b>	<ul style="list-style-type: none"><li>• Experience in auto mechanical &amp; electrical maintenance.</li><li>• Driving License of medium duty vehicle.</li><li>• Able to work with minimal supervision, ability to work well under pressure.</li><li>• Strong interpersonal, oral and written communication skills.</li></ul>
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**Additional Information:**

In addition to the above responsibilities, the GSE mechanic is expected to be knowledgeable about the other departments and have a basic understanding of the overall operation of Drukair.

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

**Explained By:**

Head, GSE Unit	Signature	Date
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**Read & Accepted By:**

Jr. mechanic/electrician - GSE	Signature	Date
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### **TOR for Assistant Technician**

- Assist AME to carry out maintenance tasks on the aircraft.
- Ensure that all tooling and equipment is operated safely and correctly, and all defects are promptly reported to the certifying engineer/Manager, Heli Engineering and Maintenance.
- Report immediately to the certifying engineer of any unsafe acts by other staff members, accidents, whether personal or equipment, and unsafe areas or equipment.
- Ensure the workplace is clean after work.
- Ensure that aircraft are cleaned and prepped for any flight operations.
- Assist AME preparing aircraft for flights.
- Assist GSE officer to maintain ground support equipment.

## Terms of Reference

**JOB TITLE/POSITION :** Associate Accounts Officer  
**DEPARTMENT/SECTION :** Revenue & Accounts Section  
**REPORTS TO :** Revenue & Accounts Manager

## RESPONSIBILITIES

- Update sales related to offline agents and Head Quarter debtors.
- Check and pass related entries.
- Collection of all debtors' dues and offline agents.
- Debtor age analysis.
- Obtain balance confirmation from related debtors.
- Charter flight ledger scrutiny and transfer to revenue.
- Compile and report (if any anomalies) revenue bank reconciliation for all station and Head Quarter.
- Any works assigned by supervisor.

## REQUIRED QUALIFICATIONS (Competencies)

- Should have a minimum of bachelor's degree in B. Com / BBA / BBM (with Accounts).

## Terms of Reference

**JOB TITLE/POSITION :** Associate Safety Officer  
**DEPARTMENT/SECTION :** Airline Safety Unit  
**REPORTS TO :** Airline Safety Manager

## RESPONSIBILITIES

- Register the safety occurrences.
- Register all safety reports received.
- Manage the safety reports/occurrences for each Division.
- Register the meetings held and/or attended by the Safety Unit.
- Register the safety audits reports.
- Maintain and update a database of safety records.
- Support the Safety Manager in producing communication bulletins and newsletters, and other safety correspondences.
- Support the Safety Manager in planning/recording training activities
- Support the FDM process by facilitating the data downloaded from the aircraft and other requests by the FDMI.
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## REQUIRED QUALIFICATIONS

- Education: General Degree
- Experience: Fresh graduate.



## JOB DESCRIPTION

<b>JOB TITLE/POSITION</b>	Asst. Officer, Ground Operations
<b>DIVISION</b>	Ground Operations
<b>LEVEL</b>	Section
<b>REPORTS TO</b>	Head, Ground Operations
<b>PURPOSE</b>	To manage all aspects of Contracts & Ground Services.

### Responsibilities

<b>Ground Handling Services</b>	<ul style="list-style-type: none"><li>• Implement Drukair passenger ground handling policies to provide efficient services to customers.</li><li>• Where the services for ground handling are outsourced ensure that the standards as prescribed in the Ground Operations Manual are fulfilled.</li><li>• Monitor services provided by third parties to ensure that it is in line with the policies of the company and as per the Drukair's Standard Operating Procedures.</li><li>• Provide Ground Handling Service to airlines operating to/from Paro airport in coordination with Paro station.</li><li>• Standardize &amp; benchmark ground handling services for all Drukair stations in line with the procedures established in the Ground Operations Manual</li><li>• Establish Ground Handling rates for Paro. Review the rates annually and recommend to HOD for revision if necessary. File Ground Handling rates with Bhutan Civil Aviation Authority.</li><li>• Arrange ground handling and other services related to the operation of any unscheduled flights including charters to destination not currently operated by Drukair.</li></ul>
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<b>Contracts &amp; SGHAs</b>	<ul style="list-style-type: none"> <li>• Standardize consistency in the existing SGHA with all Ground Handling Agents in stations outside Bhutan.</li> <li>• Negotiate, prepare and draft SGHA with new service providers in line with Drukair service requirements for new destination and stations where Drukair currently does not operate.</li> <li>• Prepare and maintain Service Level Agreements (SLA) with all Service Providers outside.</li> <li>• Control administrative matters related to Ground Handling Agreements.</li> <li>• Regularly review SGHA with Ground Handling Agencies outside Bhutan in coordination with Station Managers and propose for amendments.</li> </ul>
<b>Reports &amp; Records</b>	<ul style="list-style-type: none"> <li>• Maintain daily traffic reports &amp; submit all monthly reports to HOD and HQ on timely basis.</li> <li>• Consolidate and maintain all monthly reports.</li> </ul>
<b>Standards &amp; Procedures</b>	<ul style="list-style-type: none"> <li>• Ensure that stations follow the standards and procedures as set out in the GOM, SHM, Tariff Manual and the Airport SOPs.</li> <li>• Ensure that stations use the company property and equipment in accordance with company policy.</li> </ul>
<b>Correspondence &amp; Communications</b>	<ul style="list-style-type: none"> <li>• Handle all correspondence related to SGHA, Ground Service, etc.</li> </ul>
<b>Budget</b>	<ul style="list-style-type: none"> <li>• Coordinate with stations and ensure that the annual station budgets is prepared and submitted to HOD within the budget deadline.</li> <li>• Submit budgetary requirement for Ground Service.</li> </ul>
<b>Administrative</b>	<ul style="list-style-type: none"> <li>• Maintain &amp; Update leave record of Ground Operations, Domestic Stations within Bhutan.</li> </ul>
<b>Others</b>	<ul style="list-style-type: none"> <li>• Perform any other duties as delegated by the HOD</li> </ul>
<b>Required Qualifications</b>	<ul style="list-style-type: none"> <li>• Experience in Ground Operations</li> </ul>



<b>(Competencies)</b>	<ul style="list-style-type: none"><li>• Supervisory Experience</li><li>• Able to work with minimal supervision, ability to work well under pressure.</li><li>• Excellent interpersonal, oral and written communication skills.</li></ul>
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**Additional Information:**

The above is a description of the general duties of Asst. Officer, Ground Operations. There may be specific duties assigned based on specific requirements.

In addition to the above responsibilities, the Asst. Officer 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.**

**Explained By:**

Head of Division	Signature	Date
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**Read & Accepted By:**

Asst. Officer, Ground Operations	Signature	Date
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## Terms of Reference

**JOB TITLE/POSITION :** Associate HR Officer  
**DEPARTMENT/SECTION :** HR & Administration Section  
**REPORTS TO :** HR & Administration Manager

### PURPOSE

- To implement the Service Rules appropriately and perform the day-to-day HR activities as per the DSM.

### RESPONSIBILITIES

- 1. Maintain up to date information on MPRM.**
  - Update appointment for regular/contract employee.
  - Update of transfer of employee.
  - Update of promotion of employee.
  - Update of resignation of employee.
  - Update of re-designation of employee.
  - Update of trainings of employee.
  - Update of continuing education of employee.
  - Update of study leave, maternity leave, leave without pay and EOL of employee.
  - Update of Performance Ratings of employee.
  - Update Disciplinary records.
- 2. Recruitment**
  - Advertise vacancy in media and upload in website.
  - Receive applications.
  - Shortlist of applications and check documents.
  - Selection Interview.
  - Draft appointment Order.
  - Open and maintain personnel file.
  - Conduct orientation program for the new recruits.
- 3. Promotion**
  - Compile and prepare summary sheet for promotion and forward to the respective heads for nominations.
  - Receive and verify/scrutinise promotion nominations.
  - Submit to Management Committee for approval.

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- d. Draft letter for promotion order/letter of regret for promotion proposals not endorsed by the Management Committee.
- e. Draft sanction order for update in pay roll.
- f. Update promotion details in the MPRM and personnel file.

**4. Transfer**

- a. Prepare and submit list if employees eligible for outstation transfer as per Drukair Service Manual.
- b. Draft transfer/relieving/joining order.
- c. Update in MPRM and personnel file.
- d. Conduct briefing session for outstation transfers.

**5. Separation**

- a. Receive application and verify service obligations (voluntary resignation)
- b. Submit list of employees due for superannuation.
- c. Draft separation/sanction/relieving order and other correspondences.
- d. Calculate retirement benefit.
- e. Update in MPRM and personnel file.

**6. Leave**

- a. Receive leave application and verify.
- b. Draft sanction order for leave, encashment and LTC.
- c. Draft joining order after completion of leave.
- d. Maintain proper record of employee attendant and leaves.
- e. Update in MPRM and personnel file.

**7. Annual Increment/Allowances**

- a. Draft Sanction Order.
- b. Update in personnel file.
- c. Process increment for employees who reaches salary ceiling.
- d. Renew Employees contract on time.

**8. Civil Service Award.**

- a. Verify and update the civil service award list.
- b. Submit list of eligible employee for civil service award to RCSC.
- c. Inform the Administration to arrange for civil service award ceremony.

**9. Provide Human Resource Development Services.**

- a. Receive and verify document for training/studies.

- b. Compile and verify with the budget.
- c. Verify eligibility criteria as per the checklist.
- d. Draft correspondences and office orders.
- e. Update in MPRM and personnel file.

**10. Employee Welfare.**

- a. Issue office order on one month preparatory time to superannuating employees at least one month in advance.
- b. Inform all superannuating employees to complete the post retirement documentation formalities at the earliest to facilitate timely payment of admissibility (ies).
- c. Ensure all required documents in the checklist are obtained prior to processing of separation.
- d. Facilitate and process retirement benefits on time, online or offline as per convenience.
- e. Collaborate with agencies concerned for efficient delivery of pension, provident fund, group insurance scheme and other benefits.
- f. Follow up with Accounts on the delivery of cheque/deposit of retirement benefits to the retirees account.
- g. Inform Administration to coordinate farewell dinner for the superannuated employee.

**11. Serve as Custodian of Official Documents.**

- a. Develop systematic and proper documentation of official documents.
- b. Ensure secrecy of confidential documents.
- c. Provide all necessary documents during conduct of HR Auditing.

**12. Performance Management System.**

- a. Update PMS Manual as and when required in line with DHI guidelines.
- b. Receive Compact for the current year and Performance Appraisal Form for the previous year.
- c. Update the ratings in the masterlist.
- d. Forward compact for mid-year review and receive.
- e. Forward for final appraisal as per the PMS Manual timeline.

**13. Recruitment & Training Budget**

- a. Forward recruitment justification form and training need analysis/budgeting form to the respective heads to budget for the next fiscal year.
- b. Receive the duly filled forms and verify/assess the requirements.

- c. Compile and forward to Finance for endorsement by the Management Committee for further approval from the Board.
- d. Upon receipt of the approved budget, initiate implementation of the budget.

**14. Pay & Allowance**

- a. Issue employee pay details order whenever there is a change.
- b. Update employee pay and allowances details
- c. Issue annual increment sanction order
- d. Issue LTC sanction orders
- e. Verification of overtime claim
- f. Issue employee transfers/resignation/retirement/termination office order.
- g. Maintain Personal File.

**15. On a day to day basis/as and when required.**

- a. Update the HRA Manager on regular basis the company's HR activities and other matters as required by the HRA Manager.
- b. Provide guidance on disciplinary proceedings and action.
- c. Prepare agenda and agenda write up on monthly basis for respective divisions/departments and independent units and submit to the Company Secretary.
- d. Provide information's to external quires (with the approval of the CEO) as and when requested.
- e. Represent the Company to and liaising with other companies and government agencies in Bhutan in the absence of the HRA Manager.
- f. Draft letters in responses to letters received by HR, GM-FCS, CEO, etc. related to HR issues.
- g. Ensure regular, accurate and professional communication with staff, concerned Managers and GM.
- h. Work in close consultation with Managers and GMs to ensure that the Service Manual is up-to-date and accurate.
- i. Any other related duties as assigned by the HRA Manager and any other responsibilities, which may be entrusted by the Management from time to time.

**REQUIRED QUALIFICATIONS (Competencies)**

- Should have a minimum of bachelor's degree with HR subject.
- Good communication skills, including oral communication, report writing, presentation skills, and problem-solving skills (conceptual and analytical thinking).
- Good attitude towards work.

## **Terms of Reference**

The Associate Marketing Officer is responsible for communicating, strategizing and implementing marketing campaigns. He/she is required to contribute to existing marketing, branding and advertising plans, while assisting with the development of fresh initiatives in line with the company's goals.

The ideal candidate will be equipped with relevant qualifications and extensive experience in a wide range of marketing functions such as communications (including creative design), digital marketing, advertising, branding, and social media. He/she must be an organized person who is able to withstand the pressures of handling varied tasks at the same time and meeting deadlines.

### **Job Responsibilities:**

1. Design and prepare marketing campaigns and promotions.
2. Evaluate competitor products and make pricing recommendations.
3. Identify potential market for new products.
4. Prepare sales brochures and displays to call public attention to the product.
5. Meet individual compact targets set by the management.
6. Carry out ad-hoc assignments as and when required.
7. Execution of any other tasks assigned.

### **Requirements:**

1. Minimum qualification of bachelor's degree in any subject. Relevant course will be an added advantage.
2. Strong oral and written communication skills.
3. Good qualitative and quantitative analytical skills and critical thinking skills.
4. Positive attitude towards learning and taking on challenges.
5. Strong inter-personal skills with ability to work well in teams.
6. Proven work experience in Marketing will be Preferred.
7. Creative design skill (in Adobe Photoshop, Indesign, Illustrator, Premier Pro) will be an added advantage.

## JOB DESCRIPTION

<b>JOB TITLE/POSITION</b>	: Supervisor – Ramp Service
<b>DEPARTMENT/SECTION</b>	: Commercial & Ground Operations
<b>LEVEL</b>	: Supervisory
<b>REPORTS TO</b>	: Station Manager
<b>PURPOSE</b>	: Responsible for the supervision of all Ramp Service activity to a level which meets or exceeds the standards as detailed in the Ground Operations Manual.

## RESPONSIBILITIES

<b>Ramp Services:</b>	<ul style="list-style-type: none"> <li>Provide equipment service to all Drukair schedule, non-schedule and charter aircrafts and ensure that all ramp equipments are positioned in the ramp prior to any arrival or departure of a flight. Such equipments include passenger steps, baggage trolleys, conveyor belt, baggage tractors, toilet and water cart, etc.</li> <li>Ensure that no movement of ramp equipment takes place until the aircraft has come to a complete halt and all the engines have been switched off.</li> <li>Ensure to cover the baggage trolleys with tarpaulins in case of rains to protect the baggage from any damage.</li> <li>The ramp supervisor will also perform the function of a loading supervisor and must supervise all aircraft loading and unloading. He must ensure that all business class baggage is loaded last and unloaded first.</li> <li>Ensure that all loading is done in accordance with the LIR and after completion confirm the loading or advice the Load Control Supervisor of any deviation from initial LIR.</li> <li>Liaise with all agencies at the airport and advice these authorities in case of any delay to the arrival or departure of the flight.</li> <li>Ascertain from the cabin crew if the flight is ready for boarding and accordingly inform the staff at boarding gate to announce for boarding.</li> </ul>
<b>Charter and Non-scheduled Flights:</b>	<ul style="list-style-type: none"> <li>Provide ground handling services to non-scheduled airline operators, and calculate handling charges.</li> <li>Arrange for collection of Ground Handling charges in cash or credit, and process in accordance with Company's procedures. Ensure that aircraft service notes are signed by authorized personnel.</li> </ul>
<b>Standards and Procedures:</b>	<ul style="list-style-type: none"> <li>Ensure that all personnel working on the ramp follow the safety standards and procedures detailed in the Ground Operations Manual and Airport SOPs.</li> <li>Carry out other duties as assigned by the Station Manager.</li> </ul>
<b>Others:</b>	<ul style="list-style-type: none"> <li>Ensure to submit an incident report to the Station Manager regarding any ground incident.</li> </ul>
<b>Reports and Records:</b>	<ul style="list-style-type: none"> <li>Ensure that staffs in the Ramp Service Division are properly trained on Drukair standards and procedures.</li> </ul>
<b>Staff Training and Development:</b>	
<b>REQUIRED</b>	<ul style="list-style-type: none"> <li>Degree</li> </ul>

**QUALIFICATIONS  
(Competencies)**

- Ability to work under time constraint and in outside environment.
- Through understanding of ramp operation
- Strong leadership and training skills
- Commitment to safety
- Following trainings are required:
  - a) Airside Safety and Awareness
  - b) Dangerous Goods Regulations – Initial
  - c) Dangerous Goods Regulations – Recurrent
  - d) Human Factors in Aviation

**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
	HOD	
READ & ACCEPTED:	SIGNATURE	DATE

## ToR -Associate Officer, Sales

- Develop and implement strategies to increase ticket sales and revenue.
- Promote airline products, special fares, and seasonal offers to travel agents, corporates, and direct customers.
- Build and maintain strong relationships with travel agencies, tour operators, and corporate clients.
- Identify and develop new business opportunities and potential markets.
- Achieve assigned monthly, quarterly, and annual passenger and cargo sales targets.
- Conduct regular sales visits, presentations, and promotional events.
- Negotiate and manage corporate and agency agreements in line with company policies.
- Resolve customer queries, complaints, and service issues promptly.
- Provide accurate and timely sales reports and market feedback to management.
- Support digital sales initiatives and online booking growth.
- Support the branding of Drukair as a customer-focused, service-oriented airline through consistent communication and professionalism.
- Maintain comprehensive knowledge of Drukair's website, mobile app, and digital platforms to assist customers effectively.
- Liaise with other departments to ensure smooth delivery service for customers.
- Carry out ad-hoc assignments as and when required.
- Execution of any other tasks assigned.

### Required Skills:

- Communication Skills: Strong communication, negotiation, and presentation skills
- Technical Skills: Proficiency in Microsoft Office tools.
- Time Management: Ability to multitask and work effectively under pressure in a dynamic environment.
- Teamwork: Strong coordination and collaboration skills to work with internal teams.
- Adaptability: Ability to adjust quickly to new systems, technologies, or customer service protocols.

## Terms of Reference

**JOB TITLE/POSITION :** Associate Security Officer  
**DEPARTMENT/SECTION :** Compliance and Security Unit  
**REPORTS TO :** Security Manager

### PURPOSE

The Aviation Security Officer is responsible for implementing and monitoring security protocols to safeguard passengers, personnel, aircraft, and facilities. This role ensures compliance with national and international aviation security regulations, conducts risk assessments, and supports incident response and training initiatives. The officer collaborates with airport authorities, regulatory bodies, and internal teams to uphold a secure operational environment.

### RESPONSIBILITIES

- Enforce aviation security policies in line with ICAO Annex 17 and national regulations.
- Conduct routine inspections, surveillance, and access control monitoring. Support security audits, investigations, and incident reporting.
- Deliver security awareness training and briefings to staff.
- Coordinate with law enforcement and emergency response teams during security events.
- Maintain records of security drills, threat assessments, and corrective actions. Monitor and report vulnerabilities in physical and procedural security systems.

### REQUIRED QUALIFICATIONS

- Education: General Degree, advantageous if qualified in aviation security, or related field.
- Experience: Fresh graduate.

### Skills:

- Knowledge of aviation security regulations and threat management. Strong observational and analytical skills.  
Ability to respond calmly and effectively under pressure.
- Familiarity with CCTV systems, access control, and emergency protocols.
- Preferred: Certification in aviation security (e.g., ICAO AVSEC, National Security Training), experience in airport or airline security operations.



## JOB DESCRIPTION

<b>JOB TITLE/POSITION</b>	GSE Operator
<b>DEPARTMENT/DIVISION</b>	Ground Operations
<b>LEVEL</b>	General Support Cadre (GS)
<b>REPORTS TO</b>	Head, GSE Unit
<b>PURPOSE</b>	Responsible for operation/driving and maintenance of ground support equipment and ensuring a safe operating condition of the equipment.

### RESPONSIBILITIES:

- Ensure that all Ground Support Equipment under the division are serviceable, functional and presentable. Maintain interior hygiene & cleanliness.
- Maintain the standard set for airside driving as mentioned in GOM/RSOP.
- Attend duty on time as per the staff rotation plan and maintain strict office decorum in the office premises.
- Ensure that all GSE equipment have sufficient fuel.
- Handle/operate the GSE equipment with utmost care keeping in view the cost implication and difficulty in procuring them.
- Avail leave/off-exchange through proper procedure and inform supervisor/In-Charge accordingly.
- Actively participate in briefing/debriefing related to airside operation initiated by the Ramp Unit, PBH.
- Respond to emergency calls related to ground equipment requirement in the ramp and maintenance.
- Report any incident/accident related to ground equipment at the ramp to Head, GSE Unit.



- Ensure that staff on duty comply with uniform and PPE.
- Maintain cleanliness and hygiene in work place.
- Perform any other duties as assigned by the Head, GSE Unit.

<b>Required Qualifications (Competencies)</b>	<ul style="list-style-type: none"><li>• High School diploma with preferred auto mechanical background.</li><li>• Heavy vehicle Driving License holder.</li><li>• Ability to work under stressful situation including weekends and holidays.</li><li>• Previous airline experience.</li><li>• Attended trainings on Airside Safety Awareness.</li></ul>
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**Additional Information:**

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

**Explained By:**

Head, GSE Unit	Signature	Date
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**Read & Accepted By:**

GSE Operator	Signature	Date
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**JOB DESCRIPTION**

<b>JOB TITLE/POSITION</b>	: Passenger Service Agent
<b>DIVISION/SECTION</b>	: Ground Operations and Catering Division
<b>LEVEL</b>	: M-13
<b>REPORTS TO</b>	: Station Manager-Gelephu
<b>PURPOSE</b>	: Responsibilities for the entire passenger check-in and boarding process at Gelephu Airport.

**RESPONSIBILITIES:**

- ✓ Ensure that all pre-flight check-in activities are completed prior to 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 passports, 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/unattached baggage comply with DGR.
- ✓ Smooth flow of passengers and baggage are maintained at the check-in counters.
- ✓ Inform the facilitation staff regarding any passengers with specified need, such as disabled, visually impaired, elderly passengers, UM, patients, VVIP and CIP.
- ✓ Provide proper and correct up-to-date information about flight to the passengers.
- ✓ Making boarding announcement prior to boarding of passengers.
- ✓ Keep passengers informed, assist in the possible way with boarding and ensure the continuous information is given during delays.
- ✓ Assist passengers in case of delayed flight, including arrangement of refreshment, meals, accommodation, and transportation to hotels and connecting flights.
- ✓ Issue tickets to GO SHOW passenger at airport.
- ✓ Follow SOP's as set in the GOM and Airport SOP's.
- ✓ Ensure to send all the post flight messages as required on daily basis.
- ✓ Any other duties as delegated by the Station Manager.

**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.

**Additional Information:**

The above is a description of the general duties of the Passenger Service Agent. There may be specific duties assigned based on specific requirement.

**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 Division.

Explained by: Station Manager-Gelephu

Accepted by: PSA Gelephu

Signature: .....

Name:

## **JOB Description – Passenger Service Agent, BC Lounge**

1. Ensure flawless performance in the Business Class Lounge.
2. Maintain daily consumption record and prepare monthly consumption record in the SAP system
3. Maintain consistent presentation, quality and service standards of Business Class Lounge (Lounge A & Lounge B)
4. Practice good personal hygiene.
5. Ensure to receive stock from Catering office in a timely manner before it gets exhausted in the lounge. Also, ensure no pilferage and control waste.
6. Report to work 3 hours before the first flight departure and ensure every service is activated without any failure.
7. Follow the necessary SOPs and instructions mandated by ISO food safety management system. Ensure all records are maintained without any failure.
8. Prepare Business Class Lounge sales, maintain proper records and later submit them to your head.
9. Maintain records of newspapers and magazines and ensure updated reading materials are available on the shelf

## Detailed Job Responsibilities (Ramp Agent) Loader

Designation: Ramp Agent

Department: Ground Operations – Ramp Services

Primary Duty Location: Gelephu Station

### Job Responsibilities:

Area of Responsibility	Specific Duties
Airside Safety & Compliance	<ul style="list-style-type: none"><li>• Comply with all safety procedures and airside rules.</li><li>• Operate Ground Support Equipment (GSE) only if trained and authorized.</li><li>• Ensure proper chocking and placement of safety cones.</li><li>• Avoid GSE movement near active aircraft or passenger zones.</li><li>• Report any observed or caused aircraft damage immediately.</li><li>• Follow PPE requirements and airside access controls.</li></ul>
Aircraft Ground Handling	<ul style="list-style-type: none"><li>• Support aircraft arrival and departure processes as per schedule.</li><li>• Assist in marshalling and docking of aircraft when required.</li><li>• Carry out pushback procedures and headset communication.</li><li>• Position and operate ground equipment such as stairs, GPUs, and air start units.</li><li>• Secure aircraft doors and hatches (cabin and cargo).</li><li>• Respond to requests from flight crew or ramp supervisor during turnaround.</li></ul>
Loading and Unloading Operations	<ul style="list-style-type: none"><li>• Supervise and assist with loading/offloading of baggage, cargo, mail.</li><li>• Ensure proper segregation of baggage (priority, transfer, heavy, fragile).</li><li>• Ensure proper stacking and weight distribution in compartments.</li><li>• Handle live animals and special loads with care as per guidelines.</li><li>• Use correct lifting techniques and avoid injury or load damage.</li></ul>

Baggage and Cargo Handling	<ul style="list-style-type: none"> <li>• Transport baggage to/from aircraft with designated vehicles.</li> <li>• Ensure no baggage is left unattended on ramp areas.</li> <li>• Handle and inspect cargo for signs of damage or leakage.</li> <li>• Follow special handling procedures for Dangerous Goods (DG).</li> <li>• Assist with cargo loading/unloading per NOTOC and stowage plan.</li> </ul>
Ramp Housekeeping & Equipment	<ul style="list-style-type: none"> <li>• Maintain cleanliness and safety in ramp areas.</li> <li>• Report malfunctioning or damaged GSE.</li> <li>• Ensure all equipment is returned to designated area after use.</li> <li>• Monitor weather-related hazards (e.g., wet ramp, strong winds) and apply precautions.</li> </ul>
Documentation & Coordination	<ul style="list-style-type: none"> <li>• Maintain ramp activity logs and incident reports.</li> <li>• Report turnaround status and discrepancies to Station Manager.</li> <li>• Coordinate with Gate Supervisors, Load Control, and Cargo personnel.</li> </ul>
Training & Compliance	<ul style="list-style-type: none"> <li>• Attend mandatory recurrent trainings (e.g., Airside Safety, DGR Awareness, Baggage Handling Systems).</li> <li>• Stay updated with GOM procedures and revisions applicable to ramp duties.</li> <li>• Maintain valid airport driving permit (if applicable).</li> </ul>

**JOB DESCRIPTION**

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

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

- 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:**

<b>REQUIRED QUALIFICATIONS (Competencies)</b>	<ul style="list-style-type: none"> <li>• Class 10 pass</li> <li>• Ability to work under stressful situation including weekends and holidays.</li> <li>• Previous airline experience, If any.</li> <li>• Following trainings are required.           <ul style="list-style-type: none"> <li>a) Baggage Handling</li> <li>b) Airside Safety Awareness</li> </ul> </li> </ul>
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**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.

<b>EXPLAINED BY:</b>	<b>SIGNATURE</b>	<b>DATE</b>
	<b>STATION MANAGER</b>	
<b>READ &amp; ACCEPTED:</b>	<b>SIGNATURE</b>	<b>DATE</b>