

Terms of Reference

JOB TITLE/POSITION : Passenger Service Agent
DEPARTMENT/SECTION : Paro Station
REPORTS TO : Head, Terminal Services Unit.

PURPOSE

- To outline the main duties and responsibilities of an assigned position.

RESPONSIBILITIES

- To complete all pre-flight check-in activities prior to opening of check-in counters.
- Maintain office decorum. Ensure not to eat doma, chewing gum, or other smelly stuff while on duty.
- Always wear uniform while on duty and maintain tidy appearance.
- Be polite and courteous in responding to customer enquiries and addressing customer complaints.
- To take proper care of office equipment like handsets, computers, printers, etc
- Ensure that passengers are given timely (after every 30 minutes) update/information during flight disruptions. In case of known delays, the information must be displayed at the check-in counter.
- Ensure to give boarding announcement to the passengers prior to boarding.
- Strive to keep all check-in counters and office clean.
- Ensure to send passenger statistics and daily flight report on a daily basis.
- Follow SOPs as set out in GOM
- Ensure to provide assistance to SSR passengers such as elderly and disabled, UM, VIP and patients.
- Ensure all documents (GD/PAX Manifest /Load and Trim Sheet) are filed properly and maintain the record on a daily basis.
- Ensure that no passengers are accepted without proper travel documents including passport, visa and any other documents required for entry into the destination country.
- Perform other duties as assigned by the Station Manager.

REQUIRED QUALIFICATIONS (Competencies)

- Should have a minimum of Class XII.
- Good communication skills, including oral communication, and problem-solving skills (conceptual and analytical thinking).