

Terms of Reference

JOB TITLE/POSITION	:	Passenger Service Agent
DEPARTMENT/SECTION	:	Ground Operations Division
PLACE OF POSTING	:	Yonphula Station
REPORTS TO	:	Officiating Station Manager

RESPONSIBILITIES

a) Accountability:

- Accountable for safety and security compliance in terms of passenger handling during check-in process to verify their travel documents and ensure safety protocols are met before a passenger or their baggage proceeds.
- Accountable to ensure passenger service activities are carried out in accordance with Drukair approved manuals, procedures, and regulatory requirements.

b) Authority:

- Authorized to perform passenger handling functions including check-in, boarding, arrival services, and customer assistance in accordance with approved procedures.
- Authorized to verify passenger travel documents, baggage acceptance, and special service requests within defined procedures.
- Authorized to coordinate with supervisors and relevant operational units regarding passenger service issues, discrepancies, or irregularities.
- Authorized to deny acceptance of passengers or baggage that do not meet regulatory or procedural requirements and to escalate such cases to the supervisor.
- Authorized to coordinate with ground handling ramp agents to ensure safe, efficient, and timely aircraft turnaround in accordance with approved procedures.

c) Responsibility (obligations) :

- 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 announcements 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 passengers at the airport.
- Follow SOP's as set in the GOM and Airport SOP's.
- Ensure to send all the post flight messages as required on a daily basis.
- Ensure to wear uniform while on duty. Maintain office decorum, ensure check-in counters and office premises are kept clean.
- To take proper care of office equipment like handsets, computers, printers, etc.
- Any other duties as delegated by the Station Manager.

SKILLS REQUIREMENT

- 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.
- Teamwork: Strong coordination and collaboration skills to work with internal teams.
- E) Adaptability: Ability to adjust quickly to new systems, technologies, or customer service protocols.

OTHER COMPETENCIES

She/he 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.