

Terms of Reference

JOB TITLE/POSITION	:	Ramp Agent
DEPARTMENT/SECTION	:	Ground Operations Division
PLACE OF POSTING	:	Paro
REPORTS TO	:	Head, Ramp Services Unit

FUNCTIONS AND RESPONSIBILITIES

a) Accountability :

- Ramp agents are **directly accountable to the Ramp Supervisors** on duty. They are responsible for:
- **Safety Compliance:** Maintaining constant vigilance and strictly adhering to safety procedures to prevent injury to people or damage to the aircraft and equipment.
- **Operational Discipline:** Ensuring that all tasks, such as chocking and cone placement, are performed within the **Precision Time Schedule (PTS)** to support station punctuality.
- **Load Integrity:** Ensuring that all cargo and baggage are loaded into the **correct compartments** as per the LIR and that the total count of pieces matches the documentation.
- **Equipment Care:** Reporting any defective or unserviceable GSE and ensuring it is tagged and removed from the ramp area

b) Authority :

- **Stop Work Authority:** The authority to **signal a "STOP"** to the marshaller or supervisor if they identify an imminent danger or are unsure of aircraft/vehicle clearance.
- **Equipment Operation:** Authority to guide the GSE operator.
- **Baggage Refusal:** The authority to **refuse acceptance** of any baggage found to be unsuitable, unsafe, or improperly secured for carriage.
- **Safety Enforcement:** The authority to report **unauthorized persons** in the ramp area or baggage make-up areas to local authorities through their supervisor.

c) Responsibility (obligations) :

- Ramp loading personnel are operational staff responsible for all **physical ramp activities**, including the safe and efficient loading and offloading of aircraft, as well as the protection of all loads carried. Their primary focus is to ensure that aircraft are handled according to

the **Ground Operations Manual (GOM)**, customer-specific requirements, and standard IGOM processes.

Key Duties and Responsibilities:

- **Aircraft Loading and Unloading:** Perform the physical movement of baggage, cargo, and mail into and out of aircraft compartments as specified by the **Loading Instruction Report (LIR) or Offloading Instruction Report (OIR)**.
- **Safe Handling Techniques:** Utilize correct manual lifting techniques for heavy items and ensure that baggage is never dragged or thrown, but rather **passed hand-to-hand**.
- **FOD Prevention:** Conduct **Foreign Object Damage (FOD) walkarounds** of the aircraft parking stand before arrival and during turnaround to remove any debris that could strike the aircraft or endanger personnel.
- **Special Load Handling:** Handle **Dangerous Goods (DG)**, live animals, and fragile items with specific care, ensuring correct segregation and that they are firmly secured within the holds to prevent shifting during flight.
- **Baggage Reconciliation:** Coordinate with the **Supervisors** to ensure that only the baggage of boarded passengers is loaded; if a passenger is not in contact, their bags must be held on the ramp or offloaded.
- **Aircraft Arrival/Departure Support:** Assist in positioning wheel chocks and marker cones immediately upon aircraft arrival and perform functions such as **wing walking** during pushback or towing.
- **Hold Inspection:** Inspect cargo compartments for damage, fumes, or leakages prior to loading and after unloading, reporting any defects to the supervisor immediately.