



Myanmar Airways International Job Vacancy

Job Description

Industry : Aviation/ Airline
Job Type : Permanent/ Full Time
Position : Cabin Crew Assistant Manager
Reporting To : Assistant General Manager (In-Flight Services)
Duty Station : Myanmar
Closing Date : 25 May 2011

Myanmar Airways International is currently seeking experienced and highly professional Cabin Crew Assistant Manager.

Job Purpose

- To drive cabin standards performance and delivery.
- To support the Cabin Crew Manager in the delivery of Operational Excellence
- The Cabin Crew Assistant Manager (CCAM) is a leader and a role model - They are responsible for leading the Cabin Crew taking responsibility for the cabin operation, the associated customer experience and for promoting teamwork.
- The CCAM ensures the safe and consistent delivery of a quality onboard service through the continuous performance management of all Cabin Crew in accordance with company and regulatory policies and procedures.
- CCAM will support in an office and in a flying capacity to ensure all Cabin Crew Members meet the required company standard
- CCAM will monitor company standards and provide feedback to individuals and relevant departments
- CCAM is responsible to the Cabin Crew Manager in driving performance.
- CCAM is passionate about MAI being the National Flag Carrier of Myanmar and the brand proposition of "Excellence in everything we do", and acts accordingly.

Responsibilities

Safety

- Takes responsibility for a strong safety culture at base reflected by timely and accurate reporting and investigation of incidents
- Ensure compliance with company policy/procedures in accordance with the Cabin Crew Manual/ Cabin Crew Emergency Procedure Manual and any additional manuals or company systems that are introduced
- Will actively make recommendation to enhance company policy and procedure

Catering

- Responsible for managing relationship with local bond through regular meetings.
- To ensure smooth running of operation and minimizing disruption
- Liaising with In flight, with regards to catering schedule and local issues requiring escalation
- Monitoring and improving the ePos usage onboard

Cleaning

- Responsible for managing the relationship with local cleaning company to ensure aircraft are cleaned to required standard.
- Conduct Regular cleaning audits of aircraft
- Cost reduction/monitoring of the ordering and use of onboard consumables

Customer Services

- Responsible for implementation and monitoring of Customer Service improvement plans with support from Assistant General Manager (In-Flight Services)

Operational Excellence

- Cabin Crew On Time Performance
- Cabin Crew Sickness and absence management
- Cabin Crew Retention
- To Support Cabin Crew Manager to improve base performance
- A/C cleaning
- Cabin Defects
- Supporting the Cabin Crew Manager in managing local crew food, menu and budget
- Deputise for Cabin Crew Manager in periods of absence/leave as required

People

- Be a role model at all times
- Assisting the recruitment team in local cabin crew recruitment
- Maintain CCAM flying qualification
- Delivering operational training needs across the network where and when required
- Support and development Cabin Crew teams by delivering quality on line assessments/checks to maintain and raise standards
- Coach and develop the Cabin Crew to evolve to reach their full potential
- Manage all aspects of performance management including disciplinary, appeals and grievance procedure
- Support Cabin Crew Manager with local employees relations matters

Investor

- Manage cost ensuring all cost are kept within budget
- Ensure In-flight duty free sales targets are met/exceeded
- Support the Cabin Crew Manager in delivering company initiatives

Customer (internal and external)

- Onboard customer service and survey results
- Identifying, recommending and implementing improvements to onboard service standards and procedures
- Promote an atmosphere where motivational and developmental feedback is given on a day to day basis

Qualifications

- Minimum age of 30 Years
- Minimum of University Graduate/ Educated to degree level or equivalent
- Minimum of 24 months experience as Cabin Crew Assistant Manager/ Cabin Crew Manager (or equivalent in another airline)
- Previous experience in a similar role with an international airline
- Effective written and oral communication skills in English.
- Proven analytical skills, Microsoft Office Suite, Technical skills
- Ability to work independently or as part of a team with minimal supervision, flexible, creative, ability to prioritize in a stressful environment.
- Travel throughout the network as required
- PC literate preferably with knowledge of Microsoft Office, Basic Desktop Publishing, Hardware and Networking

If you think you meet the above requirements, send us a detail and complete curriculum vitae with one recent full-length photograph and two passport size photograph of yourself. Photograph must be in colour and are not returnable.

Kindly indicate on the back of the envelope: sender's name, address and contact telephone number, and at the bottom left hand corner on the front of the envelope, mark "Cabin Crew Assistant Manager Application". Only short-listed applicants will be notified.

Please send your application to:

Myanmar Airways International Co. Ltd.

Human Resources Department
08-02 Sakura Tower
339 Bogyoke Aung San Road
Yangon, Myanmar
Email: hrd@maiair.com