



Ramp Service Supervisor

EMPLOYMENT TYPE	Permanent Full-time / Part time / Casual
POSITION LEVEL/AWARD	Enterprise Agreement
DIRECT SUPERVISOR	Port Manager
POSITION RELATIONSHIPS	Aviation Ground Handling Operations Manager Aviation Ground Handling Ramp Training and Standards Coordinator Aviation Ground Handling Workplace Compliance / GSE Coordinator

CHANGES TO POSITION DESCRIPTION:

This position description will be reviewed at least annually, and changes may be made within the general scope of this position to improve effectiveness and/or efficiencies.

POSITION OBJECTIVES

This position is responsible for working within the Aviation Ground Handling (AGH) team to promote and achieve safe, timely and efficient ground handling and airport services to our customers. This is to be carried out in accordance with all AGH, Queensland Airports Limited (QAL), regulatory government department, airline clients and airport authorities' policies and procedures. At all times, this position will be required to work in a professional, cost effective manner whilst ensuring all assets are handled with care.

1. KEY RESPONSIBILITIES

1.1 CUSTOMER SERVICE

- ▶ Deliver a high standard of customer service at all times and ensure all customer service requirements meet with AGH and Airline Client standards.
- ▶ Build strong working relationships with key company stakeholders.
- ▶ Promote and maintain a positive organisational image and good community relations.
- ▶ Report to your supervisor and/or manager in a timely manner on any issues or activities likely to influence AGH operations or relations with airline customers.

1.2 OPERATIONAL

- ▶ Proficient knowledge and understanding of all AGH safe and standard operating procedures (SOP's).
- ▶ Awareness of the importance in achieving on-time performance goals in an efficient and safe manner.
- ▶ Coordinate the safe and timely loading and unloading of aircraft.
- ▶ Manage payload restrictions through liaising with operational departments.
- ▶ Assist with the overall turnaround of aircraft in accordance with airline precision timing schedules.
- ▶ Co-ordinate the cleaning of GSE, office spaces and aircraft.
- ▶ Marshall passengers on airside tarmac areas and walkways.
- ▶ Operate all company vehicles and equipment and perform maintenance checks.
- ▶ Ensure efficient delivery of bags to arrivals belt as per company SOP's.
- ▶ Provide assistance to other members of the AGH team as required or directed.
- ▶ Adhere at all times to operational procedures to ensure safety of staff, customers and aircraft.
- ▶ Carry out all ramp training duties as required by AGH and Airline clients.
- ▶ Knowledge to ensure sound understanding, completing and archiving all procedural documentation required by Aviation Ground Handling, Queensland Airport Limited, regulatory government departments, airline clients and airport authorities.
- ▶ Ensure agreed airline service levels are met and maintained.
- ▶ Ensure all staff are made aware of, and understand airline procedural changes and updates.
- ▶ Ensure the above mentioned changes and updates are implemented and recorded in accordance with record keeping standards.

- ▶ Ensure all Ground Service Equipment checks and servicing is conducted and recorded on a regular basis.
- ▶ Ensure all maintenance and repairs are actioned, completed and recorded.
- ▶ Ensure all ramp staff have, wear and maintain correct Personal Protective Equipment and uniforms.
- ▶ Report and investigate any incident relevant to the company / airline operation.
- ▶ Marshall all arriving and departing aircraft in accordance with CASA regulations, Office of Transport Safety (OTS) and AGH procedures.
- ▶ Monitor that all company tarmac vehicles and equipment have maintenance checks performed correctly.
- ▶ Assist in the care of wheelchair passengers, following set guidelines distributed by Airlines and in accordance with (special) passenger handling requirements and any associated training.
- ▶ Supervise the preparation of flight arrivals (catering, wheelchairs, ground power unit, marshalling, barrow allocation)
- ▶ Monitor and supervise operational airside activities, ensuring all procedures are adhered to.

1.3 PERSONAL

- ▶ Provide all customers with a service quality that exceeds their expectations.
- ▶ Have a commitment to safety to carry out all duties in a safe manner.
- ▶ Have a commitment to co-workers to build harmonious relationships and work as a team.
- ▶ Have a commitment to continuous improvement at a corporate and individual level.

1.4 ADMINISTRATION

- ▶ Support the Ramp Service Supervisor's and other positions of Authority in the day to day administration of the organisation with a high degree of confidentiality, sound judgement and initiative.
- ▶ Record fuel usage and maintenance checks on company vehicles.
- ▶ Ensure stationary and stock orders are adequate.
- ▶ Maintain port training records and manuals to a high standard.
- ▶ Assist port managers with roster allocations with a focus on cost effectiveness.
- ▶ Ensure that all GSE and operational quotes are received and filed.

1.5 TRAINING

- ▶ Complete initial and recurrent company training as required.
- ▶ Ensure that new staff inductions are completed correctly and recorded.
- ▶ Ensure that training records are maintained and current.
- ▶ Conduct regular staff performance appraisals and reports.
- ▶ Identify current and future training requirements and develop training plan.

1.6 WORKPLACE HEALTH AND SAFETY

- ▶ Continuously adhere to, promote and ensure all work is carried out in accordance with the obligations detailed in the Workplace Health and Safety Act and AGH policies and procedures.
- ▶ Be willing to undertake WH&S training.

- ▶ Comply with induction and training of AGH Workplace Health and Safety policies and procedures.
- ▶ Identify, report and control any risks recognised within the workplace.
- ▶ Produce agenda items and co-ordinate regular team meetings as a means of obtaining information, identifying project problems, safety issues and continuous improvements.
- ▶ Report all incidents / accidents immediately to your supervisor and manager.
- ▶ Assist in incident investigations / documentation as required.
- ▶ Consistently ensure that all PPE is correctly fitted and worn as per policy.

1.7 TEAMWORK

- ▶ Promote a spirit of ongoing teamwork within the organisational network.

1.8 HUMAN RESOURCES MANAGEMENT

- ▶ Observe all company Human Resource Management policies and procedures.
- ▶ Have a strong knowledge of relevant company policies and procedures that cover your relationship with AGH.
- ▶ Report any observed non-compliance in regards to AGH Equal Employment Opportunity, Harassment or Anti-discrimination policies to your manager.

2. POSITION AUTHORITY

- ▶ Initiate action to prevent the occurrence of any non-conformities relating to the product, process and quality system.
- ▶ Initiate, recommend or provide solutions through designated channels as required.
- ▶ Respond to and rectify any nonconformities relating to the product, process and quality system.
- ▶ Conduct and document staff training and inductions.
- ▶ Place orders to suppliers or subcontractors as directed.
- ▶ Position is accountable to the Port Supervisors and Port Managers.

3. POSITION SPECIAL CONDITIONS

- ▶ Ability to work a 7 day rotational roster.
- ▶ Ability to accommodate varied roster requirements including split-shifts and overtime.
- ▶ Ability to proactively and responsibly manage rest.

4. POSITION SELECTION CRITERIA

4.1 CUSTOMER SERVICE

- ▶ Proven customer service experience.
- ▶ Ability to deal with customer conflict situations.
- ▶ Ability to deal with difficult situations.

4.2 COMMUNICATION

- ▶ Ability to communicate concisely and clearly too all staff in a professional manner.
- ▶ Ability to responsibly deal with confidential and sensitive situations.
- ▶ Ability to use radio communication devices.
- ▶ Ability to liaise with colleagues and management.

4.3 TEAMWORK

- ▶ Ability to work in a team, sharing information and providing support.
- ▶ Display a willingness to take on board suggestions to improve work practices and further improve KPI results, etc.

4.4 COMPUTER SKILLS

- ▶ High level of computer literacy including Microsoft Office applications, e-mail, internet.
- ▶ Ability to quickly acquire understanding of AGH and airline systems.

4.5 MANUAL HANDLING

- ▶ Ability to handle baggage up to 32 kg.
- ▶ Ability to handle cargo and baggage using correct manual handling techniques.
- ▶ Ability to assist with the correct movement of oversize items as required.
- ▶ Ability to assist special assistance passengers to/from wheelchairs, passenger assistance devices and aircraft seats.
- ▶ Ability to assist with the movement of ground service equipment (GSE) as required.
- ▶ Continuously monitor and supervise correct and safe manual handling techniques are being followed.

4.6 SECURITY

- ▶ Ability to obtain all necessary security clearances, documentation and Dangerous Goods certifications.
- ▶ Adhere to all company, airport, airline and government security regulations.
- ▶ Be able to perform security sensitive activities as required.

4.7 WORK ENVIRONMENT

- ▶ Ability to work in adverse weather conditions.
- ▶ Ability to work in a multi-task driven environment.
- ▶ Ability to understand, follow and give appropriate instructions.

I have read and understood the contents of this document and commit to carrying out the duties associated with this position in accordance with this document and company policy and procedures.

Name (Print): _____

Signature: _____ Date: _____

In the presence of:

Name (Print): _____

Signature: _____ Date: _____