

### JOB IDENTIFICATION

**Job Title:** Passenger Service Agent

**Department:** Ground Handling

**Written by:** Human Resources

**Title of Immediate Supervisor / Manager:** Terminal Supervisor

**No. of Direct Reports:** NIL

### JOB PURPOSE

To work according to the requirements of the organization to manage the Terminal and Landside Operations and Information Desk of the Airport to provide seamless customer experience.

### RESPONSIBILITIES AND DUTIES

- Provide Passenger Services as per the Standard Ground Handling Agreement
- Carryout Passenger Check-in, Boarding Gate Operations, Flight Preparation and Load Control functions as per the duty allocation for the shift.
- Ensure upkeep of all Terminal Facilities
- Manage queue at all passenger processing zones
- Make necessary arrangements for PRM and other passengers requiring special assistance.
- Preparation of charge notes against published tariff and cash collection wherever applicable
- Supervision at baggage make up areas
- Preparation of manual BRS.
- Supervision of aircraft loading & offloading.
- Meeting crew of the aircraft upon arrival as per the duty allocation
- Manage the passenger arrival process
- Assisting Passenger Services Supervisor in their duties and other official duties as instructed.

### JOB RELATED COMPETENCIES&SPECIFICATIONS SECTION

#### Knowledge, Skills and Competencies:

- Computing skills in MS Office.
- Ability to learn things fast and implement them.
- Excellent customers services skills
- Excellent problems solving skills.
- Strong interpersonal skills
- Knowledge of weight and balance and DCS ( added advantage)

#### Educational Profile and Experience:

- Graduate and Fluent in the English language (both spoken and written).
- Excellent written and verbal communication skills in English (Arabic is an added advantage)
- Prior experience with reputed airline/Ground Handling Agency (added advantage)

#### Physical Demands and age

- Should be medically fit
- Age below 25 years as on 1<sup>st</sup> July 2023



مطار رأس الخيمة الدولي  
*Ras Al Khaimah  
International Airport*

**Work Environment:**

- According to the federal and international laws

**HR USE**

Job Code:

Grade:

Pay Range:

Approved by:

HR :

Finance:

CEO :