

### JOB IDENTIFICATION

**Job Title:** Ground Handling & Customer Experience Manager

**Department:** Airport Operations

**Title of Immediate Supervisor / Manager:** Chief Operating Officer

### JOB PURPOSE

The Ground Handling & Customer Experience Manager serves the company by managing the station and ongoing operations to ensure all aircraft movements, terminal activity, ramp handling, loading/unloading of aircraft and cargo handling meet all company and governmental requirements and safety regulations. Provide high level of superior service to all customers of all business units while keeping costs of the station operation to a minimum. The purpose of the role is to supervise and oversee the strategy, planning, and execution of the organisation's overall customer experience goals ensuring that all other departments contribute equally to providing customers a seamless experience across touchpoints. The Ground Handling & Customer Experience manager is responsible for shaping the overall customer journey ensuring that customer satisfaction across all engagement points remains paramount, across a range of customer-focused activities.

### RESPONSIBILITIES AND DUTIES

- Manage the day-to-day operations to meet organizational performance plans and growth objectives within established budgets and timelines.
- Manage and control departmental expenditures/finance within established budgets.
- Implement and enhance a daily operating report process that measures effectiveness to plan for the operation.
- Monitor measure and report on operational issues, opportunities, development plans and achievements.
- Manage direct reporting staff; implement training to improve skills and to insure a satisfied front line workforce.
- Develop forward focused station planning to predict staff and equipment requirements.
- Build a strong operation work group by identifying weaknesses and implementing processes and training to close those gaps.
- Provide leadership and guidance by coaching, counseling, and mentoring the Supervisors and front-line workforce on a day-to-day basis to directly enhance their skills.
- Identify and implement new operating techniques that will improve productivity and reduce costs.
- Ensure activities meet with and integrate with organizational requirements for quality, health and safety, legal, environmental, and general overall objectives.
- Identify and implement plans to reduce ground support equipment fleet expense and assist with fleet renewal requirements planning.
- Contribute to the evaluation and development of operational strategy and performance in co-operation with the company's Senior Management Team.
- Assist the Supervisors in the day-to-day operations.
- Review work performance to ensure staff is meeting company requirements.
- Ensure customer service standards are met and/or exceeded.
- Take corrective/disciplinary actions when necessary.
- Oversee and provide training for Supervisors and front-line workforce to ensure they are in compliance with the company safety standards and procedures. Update and maintain training files as required.
- Ensure that departmental control procedures are established and maintained.
- Ensure all ramp vehicles and equipment is being properly maintained.
- Submit all reports/documentation as required by the senior management.
- Good knowledge of SGHA 2008/2013 and SLA's.
- Overall responsibility for the development, performance, and maintenance of the customer service activities of the organisation
- Maintain and improve mechanisms for surveying and measuring customer satisfaction and disseminate feedback to the appropriate internal entities
- Assessing, analyzing, resolving, and documenting customers' issues and complaints in accordance with agreed

requirements

- Development of plans for customer services activities to include customer management to achieve satisfaction targets
- Support all other departments with customer service and related issues
- Manage and maintain contact with internal and external client/customers for feedback and to obtain client/customer satisfaction information

### **JOB RELATED COMPETENCIES & SPECIFICATIONS SECTION**

#### **Knowledge, Skills and Competencies:**

- At least 5 years of extensive Ground handling operational experience.
- Able to perform all aspects of Ground including Loadmaster, handling hazardous materials, fueling, Catering, security, etc.
- Ability to organize and perform multiple assignments in a high stress environment.
- Ability to interact, communicate and maintain relationships with clients, vendors, customers in all levels of management.
- Proven ability to lead and manage the activities of a diverse and work force.
- Skilled problem solver with leadership qualities.
- Excellent communication, decision, and management skills.

#### **Educational Profile and Experience:**

- University graduate or equivalent
- At least five years of proven Ground Handling or Airline Operations experience, two of which must be with a reputable Airline or Ground Handling organization
- Demonstrable experiences in budgetary control and financial Management
- Management qualification is an advantage
- Must be fluent in spoken and written English with good communication skills
- People management in multicultural environment
- Management of third-party suppliers