

### JOB IDENTIFICATION

**Job Title:** Passenger Service Agent                      **Department:** Ground Handling  
**title of Immediate Supervisor / Manager:** Terminal Supervisor

### JOB PURPOSE

To work according to the requirements asked by the immediate supervisor and apply to the rules and regulations pertaining to the Ground Handling at the airport according to the Federal and International laws organized by the International Civil Aviation Organization.

### RESPONSIBILITIES AND DUTIES

- Reports to Supervisor – Passenger Services
- Pre- flight editing functions to be performed.
- Assign counters and ensure appropriate stationery is available as per airlines requirements.
- Ensure all counter systems are operational and ready before commencement of check-in activities.
- Passenger check-in, passenger pre-boarding & boarding.
- 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 build up area.
- Preparation of manual BRS.
- Supervision of aircraft loading & offloading.
- Meeting aircraft upon arrival and assisting in arrival hall.
- 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 Word and MS Excel.
- Ability to learn things fast and implement them.
- Excellent customers services skills required.
- Requires problems solving skills.
- Strong in-house employee relationship
- 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 ( added advantage)

#### Physical Demands:

- Should be medically fit

#### Work Environment:

- According to the federal and international laws organized by the International Civil Aviation Organization