

## **Associate Cargo Officer – Job Description**

The Associate Cargo Officer is responsible for ensuring the efficient handling and transportation of cargo goods, meeting regulatory requirements, and delivering exceptional customer service in accordance with the Drukair Cargo Manual. This role involves safely handling incoming and outgoing cargo shipments, sorting cargo, preparing documentation, accepting special loads, and overseeing administrative tasks to ensure smooth operations.

The Associate Cargo Officer will report to Station Manager and the key responsibilities are as follows:

### **Cargo Handling:**

Safely and efficiently handle incoming and outgoing cargo shipments, sorting cargo according to destination and priority.

Sort inbound cargo & mails upon arrival of flight and promptly inform consignees, maintaining accurate records on the cargo delivery sheet.

### **Documentation:**

Prepare and verify documentation for cargo shipments, including air waybills and customs documentation, ensuring accuracy and compliance with regulatory requirements.

Prepare cargo manifest prior to flight departure and notify the Load Control of cargo & mails weight.

### **Special Loads and Regulations Compliance:**

Accept special loads including Dangerous Goods, Valuable Shipments, Live Animals, and Perishables as per regulations.

### **Operational & Administrative Tasks:**

Prepare duty roster and ensure all staff at Cargo report on time for duty.

Initiate tracing in case of missing cargo & mail and process claims with supporting documents.

Prepare and submit monthly statistics on all inbound and outbound cargo and mail.

Ensure all agreements are valid and renewed on time.

Prepare damage reports (DMC) for cargo received in damaged condition.

Update and maintain leave records of staff under the cargo section.

Prepare and submit yearly cargo budget.

Perform other duties as assigned by the Station Manager Paro.

**Record Keeping and Billing:**

Maintain all outbound and inbound documents properly filed and maintained.

Ensure monthly billing settlements with relevant parties.

Maintain monthly sales records of cargo & mails.

Daily maintenance of handing/taking registers with relevant parties.

*Note: This job description outlines the primary responsibilities of the Associate Cargo Officer based on the requirements of the Drukair Cargo Operations. Additional duties may be assigned as necessary by management.*