

Job Title: Ramp Assistant

Terms of Reference:

- Daily Responsibilities:

- Report on time and adhere to the duty roster for Counter, Sorting, and Loading areas.
- Use the Bingo chart to accurately track and count baggage loaded on the aircraft.
- Ensure baggage is correctly tagged and segregated by flight, and placed in the appropriate trolley.
- Before loading, inspect the aircraft cargo holds for any baggage or cargo left from the previous flight.
- Follow instructions outlined in the Loading Instruction Report (LIR) and ensure proper loading procedures.
- Load business class baggage last and offload it first.

- Equipment and Airside Management:

- Provide and position ramp equipment (e.g., passenger steps, baggage trolleys, conveyor belts, baggage tractors, toilet and water carts) before flight arrival or departure.
- Ensure ramp equipment is not moved until the aircraft is fully stationary and engines are off.
- Protect baggage with tarpaulins during rain to prevent damage.
- Clear the airside of any foreign object debris (FOD) and maintain proper conduct at the airside.

- Supervision and Coordination:

- Supervise all aircraft loading and unloading operations, confirming adherence to the LIR.
- Liaise with airport agencies and inform them of any flight delays.
- Verify with cabin crew if the flight is ready for boarding and instruct the boarding gate staff accordingly.
- Provide ground handling services to both scheduled and non-scheduled aircraft, calculating and arranging for handling charges as per company procedures.
- Collect and process Ground Handling charges, ensuring aircraft service notes are signed by authorized personnel.

- Safety and Training:

- Ensure compliance with safety standards and procedures as outlined in the Ground Operations Manual and Airport SOPs.
- Submit incident reports to the Station Manager for any ground incidents.
- Ensure Ramp Service Division staff are trained on Drukair standards and procedures.

- Administrative Duties:

- Ensure leave requests are processed through proper office procedures.
- Carry out other duties as assigned by the Head of Ramp Services and the Station Manager.