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(Drukair Corporation Limited)

Terms of Reference for HELI-Ramp Agent

Heli-Ramp Agent is directly responsible to Manager, HELI Ground Operations and Commercial Section for the safe conduct of the following functions:

1. Passenger and Baggage handling
2. Cargo handling, including Helicopter External Sling Load Operations away from the main base.
3. Timely delivery of services to clients, such as picking up their luggage from the gate and escorting them to the passenger lounge.
4. Weighing and confirmation of passenger, baggage, and cargo weights for weight and balance computation.
5. Conducting Foreign Object Debris (FOD) sweeps at the hangar, main base helipad, and during away from base operations.
6. Passenger briefing.
7. Loading and unloading of baggage and cargo.
8. Preparation and online submission of the Daily Commercial Report (DCR).
9. Maintenance of the online passenger details database.
10. Cleaning helicopters as needed.
11. Helicopter towing and providing support to Engineering and Flight Operations when required.
12. Ensuring safe and smooth flight operations during away from base assignments.
13. Preparing the cabin for normal and VIP flights.
14. Maintaining the cleanliness of the passenger lounge.
15. Carrying out all other assignments as directed by the Manager.