

## **Aurigny Air Services**

### **Ground Operations Agent (Full Time)**

#### **Introduction:**

The role of the Ground Operations Agent is to support the safe, efficient and effective landing and departures of all Aurigny aircraft in Southampton.

**Reporting to:** Duty Managers in Southampton

**Location:** Southampton

#### **Main Duties:**

##### **Customer Services –**

- Responsible for the actions of seasonal staff whilst working with them on designated duties.
- Carrying out the Customer Service and Ground Operations functions at their Station needed to process passengers, baggage and other payload through the terminal inbound and outbound and to receive and dispatch aircraft in accordance with the procedures laid down by the Company.
- Using and operating all communication and computer systems available.
- Ensuring that all activities are carried out in a safe and legal manner, with particular reference to ramp procedures.
- Initiating action in respect of mishandled or damaged baggage or other payload.
- Demonstrate knowledge and awareness of Company procedures with regards to aircraft handling and dispatch, in particular the specific aircraft restrictions as laid down in the various Aircraft Handling Manuals.
- To act as Company representative if so required.
- Collecting all excess baggage charges as appropriate when on check-in duties.
- Following all laid down procedures when dealing with customer requests for special handling (e.g. WCHR/WCHS/WCHC, UM, YP, Transit/interline arrangements, baggage labelling, restricted and hazardous items).
- Initially dealing with customer enquiries, complaints and problems in a sympathetic and professional manner.
- Undertaking all duties as allocated by Ground Handling Duty Manager or other designated official.
- Contacting other carriers and airport authorities in the normal course of duties

##### **Ramp -**

- Drive and maintain all company equipment and vehicles
- Operate all equipment in a safe and efficient manner
- Operate to the requirements and standards of all company SOP's and promote these practices throughout the team culture
- Follow all Airline Safe Working Practices
- On-load and off-load baggage manually or mechanically
- On-load and off-load of all loose cargo of varying weights and sizes
- Undertake all relevant baggage sortation duties including AAA in a safe and efficient manner

- Carry out area hazard checks and aircraft inspections
- Perform headset and pushback duties in a safe and efficient manner
- Position and remove steps, GPU's ASU's in a safe and efficient manner
- Operate equipment, requiring climbing to heights of up to 8 feet
- Perform de-icing and snow clearing procedures.
- Report damage, fault or irregularity to the appropriate body irrespective of the circumstances
- Follow all safety procedures set down by the Company including H&S regulations

**Skills and Attributes:**

- Be well organised with good attention to detail
- Be proactive in approach to all responsibilities with ability to work on own initiative to specific deadlines
- Ability to recognise and deal with challenges promptly and efficiently
- Full clean driving licence
- Demonstrates qualities of self-motivation and professionalism, with the ability and willingness to take on extra responsibility
- Proven ability to work under pressure and to tight deadlines
- Excellent interpersonal and communication skills
- Flexible approach to working hours as necessary

**Professional and/or regulatory requirements:**

- Must be able to provide 5 years full referencing history
- An enhanced Police Clearance Certificate deemed satisfactory to Aurigny and the Airport Authorities