

## **JOB PROFILE FOR STATION MANAGER: KM III INTERNATIONAL AIRPORT**

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### **1. Main Role**

To manage all functions and ground activities for flight arrivals and departures at KM III International Airport. Areas and scope of activities comprises passenger, baggage, cargo and ramp handling activities.

### **2. Key Responsibilities of the position**

- To plan, organize, lead and control ground handling activities for all passenger and aircraft movements (departures and arrivals) at KM III International Airport.
- Development and implementation of duty rosters and work shifts for all ground handling activities.
- Provide inputs for consideration in development of standard operating procedures for ground handling activities.
- Enforce adherence to approved and adopted Standard Operating Procedures for all applicable functions.
- Ensure required resources are available to cover work requirements per the roster and work shifts developed. Where manpower requirements are not adequate, devise solutions, while ensuring compliance with all applicable regulations (labour law, civil aviation regulations, etc.).
- Identify staff skills development requirements & initiate action for skills development where required.
- Ensure station operates in accordance & in compliance with applicable regulations.
- Prepare station for audits, whether internal or external audits.
- Business development targeting external ground handling clients.
- Financial control and administration, accounting for all receipts and expenses as well as budgeting requirements of the station.
- Represent RENAC in all relevant and applicable stakeholder engagement sessions or events.
- Customer service excellence and relationships management
- Customer care and complaints resolution

### **3. Key Competencies**

- Knowledge and experience in airline ground handling functions
- Knowledge and understanding of applicable Civil Aviation Regulations
- Self-starter, independent thinker, and problem-solving
- Computer literacy and capability to use Microsoft Office
- Excellent communication, negotiation, and interpersonal skills
- Ability to work a part of a team
- Good planning and analytical skills
- Customer service excellence
- Financial management skills
- Creative and innovation

### **4. Key Performance Indicators**

- Customer service excellence

- Compliance with applicable regulations
- Compliance with internal Standard Operating Procedures
- Financial management
- On-time departures

**5. Minimum Qualifications**

- Bachelor's Degree in Operations or Project Management, Business Administration, or related field from a recognized university.
- Certification and courses in airline ground handling will be an added advantage.

**6. Experience**

- Minimum 5 years of work experience, 3 years of which should be in a supervisory position in an airline ground handling environment.