

JOB DESCRIPTION

Job Title	External- Daily Operations Executive (Terminal) Internal - Executive 1/2/3
Incumbent Name	
Division / Department / Function	Daily Operations-Terminal
Approved By (Immediate Supervisor)	DGM & Head Terminal Operations
Date	

1. JOB PURPOSE

(Briefly describe the general purpose of the position or its significance from the organisation's point of view and how it contributes to the overall mission/objective of the organization).

<ul style="list-style-type: none"> • Supervise Flow of Passenger, Baggage and Information through the various zones of the Terminal Building in accordance to the Operational Concept and towards meeting the various Performance Targets of the Airport. • Be the lead representative of BIAL in the Terminal Building.
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2. PRINCIPAL ACCOUNTABILITIES

(List the responsibilities/duties associated with the job and the major activities associated with each responsibility. For each responsibility/duty listed, give the factors on which an individual's performance is judged).

Accountabilities	Major Activities
Areas Of Supervision	First Floor or Ground Floor
Flow of Passenger, Baggage and Information	<ol style="list-style-type: none"> 1. Supervise and Monitor all the Flows (Passengers, Baggage and Information) pertinent to his/her allocation (first/ground floor). 2. Anticipate any Bottleneck, in the Flows relevant to the Allocation and take measures as per SOP to stop it resulting into a Congestion. 3. Anticipate conflicts in Passenger Flow and take measures to mitigate the risk or manage the Flows to ensure that the conflict doesn't happen. 4. Coordinate with various BIAL Departments to ensure all Airport Fixed Resources are available and all Infrastructure are maintained as per laid down standards. 5. Monitor and assist to ensure that there is no hindrance to Terminal operation and Passenger experience during events, promotions & situations. 6. Coordinate with concerned agencies to

	<p>organize Operations within the PTB.</p> <ol style="list-style-type: none"> 7. Monitoring of works being carried out in the PTB and ensuring that the conditions mentioned in the MOWP are strictly adhered to and deviations are brought to the notice of the Terminal Manager. 8. Ensure performance of roles as defined in various Contingency plans of BIAL. 9. Identify and highlight any additional Fixed Resource requirement.
Documentation and Reporting	<ol style="list-style-type: none"> 1. Carry out Inspections of the areas under his/her jurisdiction atleast twice per shift and fill up the relevant Checklist. 2. Assist the ATM in preparation of MIS. 3. Record all events, incidents and accidents in the relevant Log Book.
Assist in the Management of unplanned/ short term events.	<ol style="list-style-type: none"> 1. During Haj Flight Operations, the coverage area of the Executive extends to the Haj Terminal and he/she is responsible to performs all functions (as mentioned above) required to run Operations of the Haj facility. 2. Perform roles as desired by the TM/ATM in the event of any incident/accident/unplanned events organized by BIAL.
Airport Service Quality	Lead the implementation of Airport ASQ Action plan in Real Time.
Contingency Management	Take all actions as detailed in relevant SOP's
Inspections	<ol style="list-style-type: none"> 1. Conduct Inspection of the Allocated Areas atleast twice per shift. 2. Identify Faults, Flaws in the Infrastructure or Services provided by BIAL. 3. Record the same in relevant Checklists. 4. File the Checklists in as per the SOP.
CURB Side/Land Side Operation Management	<ol style="list-style-type: none"> 1. Organise and manage Curbside operation with the help of Terminal Operation staff in coordination with the Landside Traffic team. 2. Organise and manage the flow of Passengers and visitors during VVIP/VIP movements, Accidents or mishaps.

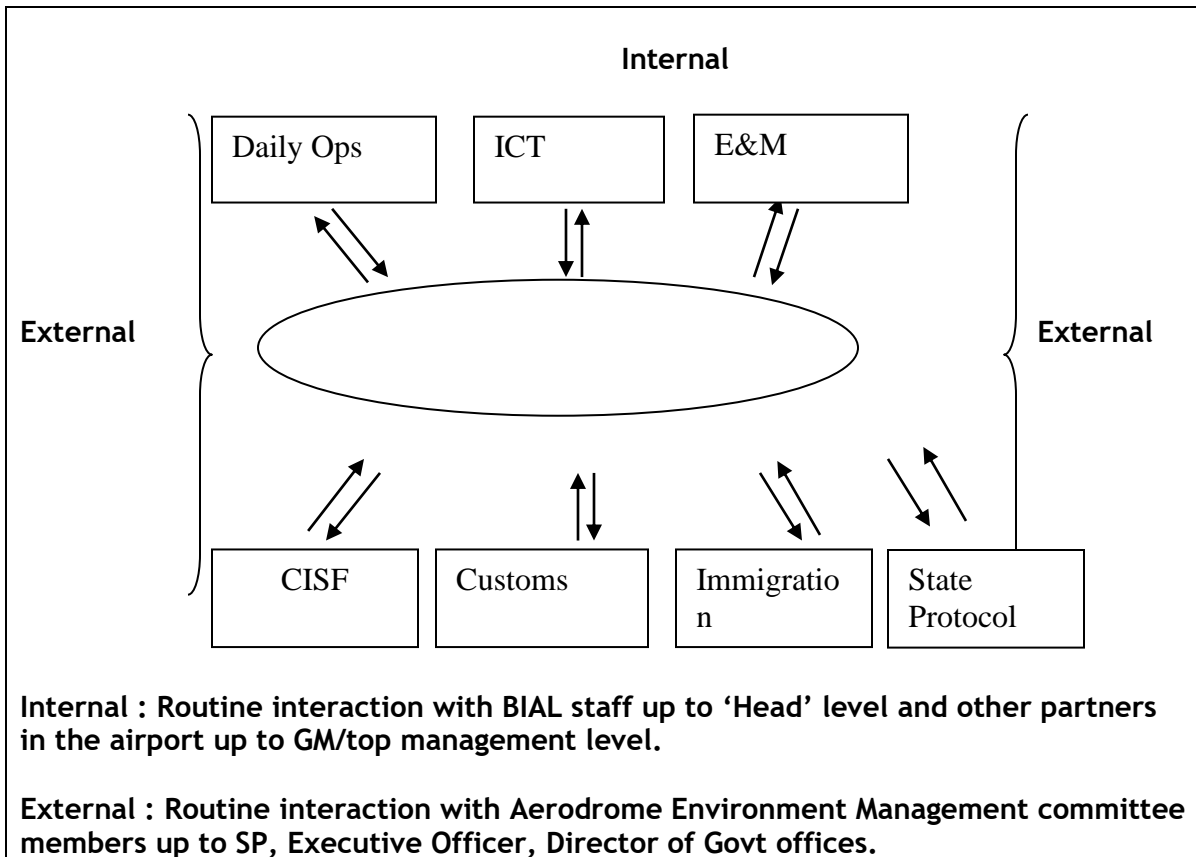
3. MAJOR CHALLENGES

(List the major challenges you face on an on-going basis in carrying out your job).

- Working and delivering desired results in a multi organizational environment.
- Managing Operations in a manner so as to meet the expectations of all agencies and Organizations involved in the Operations within the PTB and BIAL.

4. INTERACTIONS

(List the job roles that you interact with inside or outside the company to enable you to meet your accountabilities).



5. DIMENSIONS

(List the significant numerical data which will reflect the scope and scale of activities concerning this job).

(Indication of some of the significant volumes associated with the job like number in team/ staff handled etc).

- Approximately 5-6 Terminal Assistants report directly to this position. Other reportees include people from through Service Contract for replenishment of Trays, Trolleys, for Provision of Porter and CIP Services. All put together approximately around 10-15 staff in a shift.
- Will be managing Terminal Processes of approximately 550 ATM's a day by FY2016-17.

6. SKILLS AND KNOWLEDGE - WHAT THE JOB REQUIRES AND NOT WHAT THE INCUMBENT HAS
(State the minimum acceptable proficiency for this job which best indicates the education and/or experience requirements of this job and not the incumbent).

Educational Qualifications

- Graduate in any discipline.
- For B2 and B3 Post Graduation in Aviation Management is preferred.
- Trained in AVSEC as per NCASP.
- Any specific Training in aviation specific functions like DGR/L&T/World Tracer/Airport Planner/Path Planner will be preferred.
- Basic knowledge of ICAO annexures, ACI and IATA DGR
- Basic knowledge of understanding the requirement of airlines and their procedure.
- Working knowledge of all statutory rules Labour, Industrial, AAI Act, Aviation Rules, Customs Act, Motor Vehicle Act and Basic Indian Penal Codes.

Relevant and total years of Experience

3 -7 Years of Experience with an Airlines or at an Airport.