

Job Description Ground Operations and Security Agent

Reports to	Deputy Ground Operations Station Manager
Location	Hong Kong
Position Code	CAC83
Type of work	Full time, 24/7 in shifts
Job Purpose	The Ground Operations and Security Agent oversees all operations and security aspects done at a high level to support flight operations, ensuring that aircraft are handled in a proper way by complying with safety and security regulations and procedures. The Agent is also responsible for planning the flights build-up according to sales booking and priority.
Responsibilities	Security: - Responsible for the security of the Aircraft during turn around. - Monitor aircraft access. - Responsible for aircraft security search before take-off. - Working according to ISA and local security regulation. Ramp Safety supervisor - RSS: - Working according to RSS regulation as per Company GOM. - Fill up report for every flight. - Fill up report in the IQSMS for every incident that occurs during turnaround. - Report for every deviation of local service providers from our regulation. TAC – Turn around coordinator: - Work according to TAC procedure in company GOM. - Use and fill up TAC application in real time. On every flight. - Report any incidents and support emergency response in collaboration with relevant agencies and authorities. Planning and monitoring flight buildup: - Send buildup instructions to service providers according to Commercial planning and priority. - Manage cargo buildup and Warehouse activities, resolving any cargo irregularities. - Liaise with service providers during shift to make sure that flight is built up according to plan. - Ensure all booked shipments on the flight are built. - Data integrity in priority system, closing flight, sending messages.

	Crew Management • Liaise with hotel, transportation to order and book services. • Order catering. • Manage catering order. • Escort crew, PAX, family when needed. Charter flights and special project: • Assist in preparations and operations of charter flights, liaise with service providers at the charter destination. • Travel to destination to support ground ops activity.
Job Requirements	
Education	• Minimum requirements - High school Diploma. • Bachelor's degree in aviation management, business administration, or a related field is a plus. • Relevant technical or aviation certifications are an advantage. Additional Requirements: • Must pass regulatory background checks and meet the qualifications to be accepted.
Experience Skills and personal attributes	• Minimum of 1-3 years' experience in similar jobs. • Experience in Cargo airline / Freight Forwarder companies / GSA is an advantage. • Very good communication & negotiating skills. • Excellent written and verbal communication skills. • Very good knowledge of Office Package (Excel, word, PPT...) • Excellent teamwork skills. • Ability to work under pressure. • Ability to work around the clock (24/7). • Open minded and willing to learn. • Energetic with strong work ethic. • Ability to execute multiple priorities in a fast-paced environment. • Ability and willingness to travel domestically and internationally.