

## Job Description

SriLankan Airlines Ltd, the National Carrier of Sri Lanka operates with a network of destinations throughout Asia, the Middle East, Europe and Australia. The Airline has a strong presence in Maldives and Southern India. SriLankan is a member of the 'oneworld' alliance.

### **This vacancy is applicable only for Indian citizens**

The incumbent will be responsible for managing the operational teams in Departure Terminal, Arrival, Ramp service and all other services relevant to flight movement to achieve on-time performance and to achieve prescribed customer service standards while controlling expenditure and ensuring that the handling agent provides agreed services and sufficient facilities.

### **Key responsibilities will include:**

- Achieve assigned operational performance targets to contribute towards succeeding corporate objectives.
- Ensure that the GHA provides services and supplies according to company standards and requirements to maintain the expected service levels and to maintain customer satisfaction by resolving problems.
- Manage planned and unplanned disruptions efficiently to minimize passenger inconvenience and provide passengers with up to date delay information.
- Control station expenditure, maintain station logs, performance records and ensure proper administration of the station in consultation with Station Head/Line stations manager/ Country Manager.
- Establish and maintain healthy relationships with local organizations including regulators of the country to sustain service standards and to manage any legal implications arising from handling issues in consultation with head office and maintain an uninterrupted channel of communication with Station Head/ Manager Line Stations/ Country management to enhance productivity and service levels.
- Investigate and respond promptly to passenger complaints in consultation with Station Head/Manager Customer affairs and/or Manager Line Stations and resolve the complaint and ensure utmost satisfaction of the customer.
- Ensure that the GHA provides services according to the agreed SLA, in line with company standards, Obtain maximum services from the handling agent in a friendly yet persuasive manner, to provide customer satisfaction/delight to achieve/maintain company service standards and identify / resolve problems arising from weak areas of the handling agent to maintain expected 85% of service level standards.

## Requirements

- Pass Senior Secondary School level Examination
- A credit or equivalent pass for English in Secondary School Level Examination.
- 02 years of work experience in Airport Service
- Proficiency in written & spoken English is essential

### **Be an Indian Citizen.**

**The upper age limit should be 30 years as at the closing date 15th December 2024.**

Please upload your CV along with the educational certificates and the documentary proof for work experience.

Influencing will be a reflection of unsuitability.

We are an equal opportunity Organization.

Employment will be offered on fixed term contract.

Please note that we will correspond with you within a month of closing the advertisement in the event your application is shortlisted for consideration.

## Job Information

Department Name  
**Airport Service Delivery**

Date Opened  
**05/12/2024**

Application Closing Date  
**12/12/2024**

Job Type  
**Full time**

Industry  
**Airline - Aviation**

City  
**Mumbai**

Province  
**Maharashtra**

Country  
**India**

Postal Code  
**400099**