

JOB OPPORTUNITY

Airport Services Duty Officer | Qatar Airways | Tehran

About the Job:

You will be responsible for the overall control of the shift as a direct representative of the Airport Services Manager ensuring the punctuality and safety of all Qatar Airways operations. You will be responsible for the day to day operations and act as a liaison between airport service providers and users. With a constant focus on efficiency improvements you will ensure passenger and aircraft handling practices conform to safety and security regulations. Being naturally customer service oriented you will resolve any customer problems and complaints efficiently liaising on a daily basis with all departments including Customer Relations to provide swift resolutions.

Strong supervisory skills are important in order to manage and control manpower on a shift to ensure optimal utilization and to maintain a positive working environment. You will conduct spot-checks to ensure standards are maintained as well as briefing sessions on a shift basis.

About You:

To be successful in this role you will need a College Degree or equivalent with a minimum of 3 years experience in an Airline or a reputed GHA on a supervisory level. You will have good overall knowledge of airport functions in terms of passenger and baggage handling, weight and balance and dangerous goods. Knowledge of international conditions of carriage, civil aviation safety and security procedures in accordance with ICAO and IATA is also required.

You will need previous experience at a supervisory level. You must be strongly motivated and result-oriented. Computer literacy is a must. High energy, enthusiasm, a positive attitude, attention to detail and the ability to coach and mentor a team are essential to succeed in this very high pressured and demanding environment. Fluent English communication skills are essential.

If interested please apply online on:

<http://careers.qatarairways.com/qatarairways/VacancyDetail.aspx?VacancyID=133812>