

## Job Opportunity

### Airport Services Duty Officer | Tehran

We are recruiting for an Airport Services Duty Officer based in Tehran, Iran.

In this role, you will supervise and control flight-handling activities such as flight editing, check-in, transfers and boarding, in order to ensure a high service standard. You will achieve optimum customer satisfaction and on-time department of flights. You will also have overall control of the shift as a direct representative of the Airport Services Manager. You will also ensure punctuality and safety of all Qatar Airways operations.

#### Key Responsibilities

- ✎ Ensuring that passenger and aircraft handling practices conform to the safety and security standards
- ✎ Managing and controlling manpower on the shift, in order to optimize utilization and to maintain staff morale and discipline
- ✎ Completing checks to ensure adequate standards are maintained
- ✎ Resolving customer problems and complaints while on duty
- ✎ Facilitating ramp handling activities in liaison with GHA, Fueling , Maintenance and Cargo

#### Qualifications

- ✎ Bachelor's Degree or Relevant Vocational, Tertiary or Trade qualification.
- ✎ Minimum 4 years of relevant experience in an airline or reputed Ground Handling Operations at supervisory level.
- ✎ Excellent communication skills with fluency in English language.
- ✎ Knowledge of Weight and Balance, Ramp handling and Dangerous Goods Regulations
- ✎ Good understanding of conditions of carriage, International Civil Aviation Safety and Security procedures
- ✎ Experience in areas such as Passenger Services, Baggage Services, Ground Operations, Dangerous Goods Regulations and ramp handling
- ✎ High level of computer literacy
- ✎ Excellent customer focus and service delivery.

**If interested please apply online on:**

**<https://careers.qatarairways.com/global/en/job/170467/Airport-Services-Duty-Officer-Tehran>**