

## Job Opportunity

### Airport Services Duty Supervisor | Tehran

We are pleased to announce an incredibly exciting opportunity to join our Ground Services team as Airport Services Duty Supervisor in Tehran, Iran.

Reporting directly to the Duty Officer you will supervise your team to deliver exceptional customer service to our customers, when needed as well as displaying excellent skills to deal with flight delays, disruptions, denied boarding and any other challenges.

#### Key Responsibilities

- ✎ Facilitates ramp handling in liaison with all airport staff to expedite departures
- ✎ Supervises the airport team to ensure on-time flight closure and working towards overall on-time performance
- ✎ Plan efficient duty allocations of manpower during duty periods for Customer Service Agents and provide support to the
- ✎ Provide leadership, demonstrate team building skills, direct staff and evaluate performance as well as being able to build
- ✎ Generate various reports and always keep the workplace neat and tidy as well as offering support to the Airport Services and manage and train the ticketing team

#### Qualifications

- ✎ Relevant College or University 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
- ✎ Able to perform duties under pressure whilst maintaining the highest levels of customer service standards.
- ✎ 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

**If interested please apply online on:**

**<https://careers.qatarairways.com/global/en/job/170468/Airport-Services-Duty-Supervisor-Tehran>**