

SKILLS FRAMEWORK FOR AIR TRANSPORT SKILLS MAP – SUPERVISOR (PASSENGER SERVICES)		
Sector	Air Transport	
Sub-Sector	Airport	
Track	Passenger Services	
Occupation	Passenger Services Professional	
Job Role	Supervisor (Passenger Services)	
Job Role Description	<p>The Supervisor (Passenger Services) ensures that passenger services operations meet the required service level standards. He/She works closely with other departments to resolve complex customer issues and carries out regular safety and/or security checks to maintain a safe working environment. He also serves as a mentor to team members and/or direct reports and is responsible for resolving conflicts, grievances and disputes among the team.</p> <p>The Supervisor (Passenger Services) possesses a thorough understanding of airport and airline check-in requirements as well as operating standards and procedures for baggage handling systems. He also acts as a service ambassador for the organisation and works in shifts to accommodate round-the-clock flight arrivals and departures. He works well in a multicultural environment and deals with customers from different backgrounds professionally. Furthermore, he possesses excellent communication, interpersonal, customer service and people management skills.</p>	
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks
	Provide quality customer services	Coordinate underutilised resources to be re-deployed at gates and counters
		Develop day-to-day manpower plans for the deployment of agents and officers
		Handle dissatisfied customers and/or passengers at the counters, gates or in the aircraft before door closures
		Recommend improvements and new processes to enhance customer services
		Resolve exceptional customer situations
		Provide assistance to passengers with flight connections
		Highlight self-service systems and equipment flaws to initiate service improvements
	Uphold safety and/or security standards	Enforce compliance of safety and/or security standards in the workplace
		Investigate root causes of breaches in safety and/or security standards
		Carry out safety and/or security checks in the workplace
	Influence organisational development	Manage staff conflicts, grievances and disputes
		Provide coaching and feedback to improve team performance
Provide on-the-job training to enhance capabilities of team members and/or direct reports		

		Act as mentor to team members and/or direct reports		
Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies (Top 5)	
	Accident and Incident Response Management	Level 3	Communication	Intermediate
	Baggage Lost and Found Operations	Level 3	Managing Diversity	Intermediate
	Baggage Services Management	Level 3	Interpersonal Skills	Intermediate
	Behavioural Analysis and Predictive Screening	Level 3	Computational Thinking	Intermediate
	Change Management	Level 3	Teamwork	Intermediate
	Customer and Passenger Handling and Care	Level 3		
	Customer Service Delivery	Level 3		
	Dangerous Goods Management	Level 3		
	Flight Check-In Operations	Level 4		
	Ground Handling Services and Operations Management	Level 3		
	Hazard and Risk Control and Policy Management	Level 3		
	Human Factors Management	Level 3		
	Inclement Weather Operations and Planning	Level 3		
	Innovation Management	Level 3		
	International Air Transport Association Safety Audit for Ground Operations Implementation	Level 3		
	Internet of Things Application	Level 3		
	Learning and Development	Level 3		
	Process Improvement and Optimisation	Level 3		
	Service Branding and Coaching	Level 3		
	Stakeholder Management	Level 3		
	Standard Operating Procedures Development	Level 3		
Technology Application	Level 3			

Programme Listing	For a list of Training Programmes available for the Air Transport sector, please visit: www.skillsfuture.sg/skills-framework/air-transport
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The information contained in this document serves as a guide.