

<b>SKILLS FRAMEWORK FOR AIR TRANSPORT SKILLS MAP – BAGGAGE SERVICES OFFICER</b>			
<b>Sector</b>	Air Transport		
<b>Sub-Sector</b>	Airport		
<b>Track</b>	Baggage Services		
<b>Occupation</b>	Baggage Services Operator		
<b>Job Role</b>	Baggage Services Officer		
<b>Job Role Description</b>	<p>The Baggage Services Officer is responsible for all baggage handling operations, including the deployment of resources and resolution of issues when operating baggage handling systems, vehicles and conveyors. He/She verifies the scanning and sequence of baggage loading. He is also tasked with monitoring the dispatch of baggage and issuing dispatch orders. He operates the Baggage Reconciliation System (BRS) to track the movement of baggage. He also works closely with passenger services department to track baggage and assists in implementing safety measures and reports security breaches.</p> <p>Besides having a Class 3 Driving Licence and an Airfield Driving Permit (ADP) to operate vehicles and conveyors, the Baggage Services Officer works outdoors under all weather conditions as well as works in shifts to accommodate round-the-clock flight arrivals and departures. He is also physically strong and is familiar with baggage handling systems and processes. In addition, he possesses good time management skills and is detail-oriented to conduct checks on baggage handling activities. He has good interpersonal and communication skills to work well with others.</p>		
<b>Critical Work Functions and Key Tasks / Performance Expectations</b>	<b>Critical Work Functions</b>	<b>Key Tasks</b>	<b>Performance Expectations (For legislated / regulated occupations)</b>
			In accordance with:
			Singapore Qualified Driving Licence (Class 3) and Airfield Driving Permit (ADP)
			Conduct checks to determine container and manpower requirements for baggage handling
			Brief team members on baggage and flight requirements
			Delegate baggage handling activities to appropriate manpower resources
			Ensure all bags are scanned and loaded in the right sequence
Raise baggage manifest documents to account for total number of baggage			
Issue dispatch orders to assistants			
Monitor dispatch of arrival baggage to ensure established standards are met			

		Operate automated baggage handling systems and perform troubleshooting when necessary		
		Troubleshoot issues pertaining to Automated Guided Vehicles/Autonomous Vehicles (AGV/AVs) and conveyors		
	Manage delayed, lost and/or damaged baggage	Utilise Baggage Reconciliation System (BRS) to track movement of loaded and/or unloaded baggage		
		Coordinate with passenger services department to track unloaded baggage		
	Uphold safety and/or security standards	Interpret and follow safety and/or security standards for teams in the workplace		
		Escalate reports of breaches in safety and/or security standards to relevant authorities		
<b>Skills &amp; Competencies</b>	<b>Technical Skills &amp; Competencies</b>		<b>Generic Skills &amp; Competencies (Top 5)</b>	
	Accident and Incident Response Management	Level 2	Teamwork	Basic
	Aircraft Turnaround Coordination	Level 2	Creative Thinking	Basic
	Airside Driving	Level 2	Leadership	Basic
	Baggage Handling Operations	Level 2	Resource Management	Basic
	Baggage Lost and Found Operations	Level 2	Problem Solving	Basic
	Baggage Security Screening Operations	Level 2		
	Baggage Services Management	Level 2		
	Change Management	Level 2		
	Dangerous Goods Management	Level 1		
	Ground Handling Services and Operations Management	Level 2		
	Hazard and Risk Control and Policy Management	Level 3		
	Human Factors Management	Level 2		
	Human-Robot Collaboration	Level 2		

	Inclement Weather Operations and Planning	Level 2	
	Innovation Management	Level 2	
	International Air Transport Association Safety Audit for Ground Operations Implementation	Level 2	
	Internet of Things Application	Level 2	
	Learning and Development	Level 2	
	Process Improvement and Optimisation	Level 2	
	Stakeholder Management	Level 2	
	Technology Application	Level 2	
<b>Programme Listing</b>	For a list of Training Programmes available for the Air Transport sector, please visit: <a href="http://www.skillsfuture.sg/skills-framework/air-transport">www.skillsfuture.sg/skills-framework/air-transport</a>		

The information contained in this document serves as a guide.