

**SKILLS FRAMEWORK FOR AIR TRANSPORT
SKILLS MAP – SUPERVISOR (BAGGAGE SERVICES)**

Sector	Air Transport		
Sub-Sector	Airport		
Track	Baggage Services		
Occupation	Baggage Services Professional		
Job Role	Supervisor (Baggage Services)		
Job Role Description	<p>The Supervisor (Baggage Services) ensures that baggage handling operations adhere to Standard Operating Procedures (SOPs) and meet established standards. He/She resolves operational issues encountered during baggage handling and ensures the timeliness of baggage dispatch. He conducts investigations on root causes of failures to comply with established standards. He works closely with other departments to rectify cases of delayed, lost and/or damaged baggage. He enforces safety and/or security standards by carrying out periodic checks and investigating breaches. He also serves as a mentor to team members and/or direct reports and is responsible for resolving any conflicts, grievances and disputes among the team.</p> <p>Being adept at customer service to handle customer complaints regarding delayed, lost and damaged baggage is required of the Supervisor (Baggage Services). He requires a Class 3 Driving Licence and an Airfield Driving Permit (ADP) to operate the vehicles and conveyors and works in shifts to accommodate round-the-clock flight arrivals and departures. He possesses good time management skills to handle stressful situations and is detail-oriented to conduct checks. In addition, he has good interpersonal and communication skills to supervise the team and provide on-the-job training.</p>		
Critical Work Functions and Key Tasks / Performance Expectations	Critical Work Functions	Key Tasks	Performance Expectations (For legislated / regulated occupations)
	Administer baggage handling activities	Monitor baggage handling activities to ensure adherence to Standard Operating Procedures (SOPs)	In accordance with: Singapore Qualified Driving Licence (Class 3) and Airfield Driving Permit (ADP)
		Resolve operational issues encountered during baggage handling activities	
		Monitor interline baggage to ensure accurate transfers between aircraft	
		Ensure timely dispatch of baggage and meet established baggage handling standards	
		Investigate root causes of failures to comply with established baggage dispatch standards	
		Verify functionality of baggage systems and scanners	

	Manage delayed, lost and/or damaged baggage	Liaise with other departments to rectify baggage handling failures				
		Attend to customer complaints regarding delayed, lost and/or damaged baggage				
	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	Decision Making	Advanced
		Aircraft Turnaround Coordination		Level 3	Problem Solving	Advanced
Airside Driving		Level 3	Communication	Intermediate		
Baggage Handling Operations		Level 3	Teamwork	Intermediate		
Baggage Lost and Found Operations		Level 3	Service Orientation	Intermediate		
Baggage Security Screening Operations		Level 3				
Baggage Services Management		Level 3				
Change Management		Level 3				
Dangerous Goods Management		Level 1				
Ground Handling Services and Operations Management		Level 3				
Hazard and Risk Control and Policy Management		Level 3				
Human Factors Management		Level 3				
Human-Robot Collaboration		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	
	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		

The information contained in this document serves as a guide.