

<b>SKILLS FRAMEWORK FOR AIR TRANSPORT SKILLS MAP – EXECUTIVE (BAGGAGE SERVICES)</b>		
<b>Sector</b>	Air Transport	
<b>Sub-Sector</b>	Airport	
<b>Track</b>	Baggage Services	
<b>Occupation</b>	Baggage Services Professional	
<b>Job Role</b>	Executive (Baggage Services)	
<b>Job Role Description</b>	<p>The Executive (Baggage Services) is the main point of contact for airline representatives, authorities and other departments to determine baggage handling standards and manpower requirements for baggage handling operations. He/She develops effective plans to mitigate compliance failures. He collates statistics and reports on baggage handling failures and is in charge of implementing new procedures to reduce these occurrences. He enforces a safety and security culture in the workplace and addresses internal or external audit issues. He is responsible for developing on-the-job training programmes and workplace learning plans.</p> <p>A sound knowledge of airport operations, baggage handling procedures and associated administrative procedures to process requests and documentation is expected of the Executive (Baggage Services). He has good stakeholder management skills to handle internal and external stakeholders effectively. He is adept at customer service to handle customer complaints regarding delayed, lost and damaged baggage. In addition, he is results-oriented and possesses excellent written and verbal communication skills. He also has strong interpersonal skills and computer literacy skills.</p>	
<b>Critical Work Functions and Key Tasks</b>	<b>Critical Work Functions</b>	<b>Key Tasks</b>
	Administer baggage handling activities	Consult with airline representatives and authorities to determine standards for baggage handling activities
		Collaborate with other departments to determine manpower requirements for baggage handling activities
		Develop plans to mitigate compliance failures
	Manage delayed, lost and/or damaged baggage	Collate statistics and reports on delayed, lost and/or damaged baggage
		Implement new processes to reduce delayed, lost and/or damaged baggage
	Uphold safety and/or security standards	Enforce a strong safety and/or security culture in the workplace
		Address internal or external audit issues
		Recommend action plans to prevent future safety and/or security breaches
		Develop on-the-job training programmes
Develop workplace learning plans		

	Influence organisational development	Advise supervisors and/or team leads in the execution of new policies		
<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 3	Leadership	Advanced
	Aircraft Turnaround Coordination	Level 4	Resource Management	Intermediate
	Baggage Handling Operations	Level 4	Decision Making	Intermediate
	Baggage Lost and Found Operations	Level 4	Problem Solving	Intermediate
	Baggage Security Screening Operations	Level 4	Teamwork	Intermediate
	Baggage Services Management	Level 4		
	Business Development	Level 4		
	Business Negotiation	Level 4		
	Change Management	Level 4		
	Crisis Communication and Media Management	Level 3		
	Customer Relationship Management	Level 4		
	Financial Planning and Budget Management	Level 3		
	Ground Handling Services and Operations Management	Level 4		
	Hazard and Risk Control and Policy Management	Level 4		
	Human Factors Management	Level 4		
	Human-Robot Collaboration	Level 4		
	Inclement Weather Operations and Planning	Level 4		
	Innovation Management	Level 4		
	International Air Transport Association Safety Audit for Ground Operations Implementation	Level 4		
	Internet of Things Application	Level 4		
	Learning and Development	Level 4		
	Manpower Planning	Level 4		

	Process Improvement and Optimisation	Level 4	
	Service Innovation	Level 4	
	Stakeholder Management	Level 4	
	Standard Operating Procedures Development	Level 4	
	Technology Application	Level 4	
<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.