

SKILLS FRAMEWORK FOR AIR TRANSPORT SKILLS MAP – GROUND SERVICES OFFICER				
Sector	Air Transport			
Sub-Sector	Airline			
Track	Ground Services			
Occupation	Ground Services Clerical Support			
Job Role	Ground Services Officer			
Job Role Description	<p>The Ground Services Officer is responsible for the delivery of quality passenger services through providing assistance to passengers and addressing their queries. He/She communicates and monitors service standards of ground handling agents. He mentors and trains ground handling agents and ensures compliance with established standards. He follows up with passengers' safety and security concerns and queries. In the event of flight disruptions or delays, he provides assistance to passengers.</p> <p>The Ground Services Officer is customer-centric and provides excellent service to the customers and passengers. He is comfortable with face-to-face interactions with the various stakeholders whilst working in shifts. He possesses adequate computer literacy in order to obtain real-time flight information and access the reservation and booking systems. Furthermore, he has good communication and interpersonal skills which allow him to work effectively in a team and execute expected service standards of the airline.</p>			
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks		
	Manage ground service standards	Communicate expected service standards to ground handling agents		
		Mentor and train ground handling agents to deliver quality ground services		
		Assist senior officers and supervisors in preparation of ground service reports		
	Administer quality passenger services	Follow up on passenger queries and requests		
		Respond to complaint cases		
		Assist passengers during disrupted or delayed flight services		
	Maintain passenger safety and security	Address passenger safety and security concerns		
Identify and report breaches of passenger safety and security standards				
Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies (Top 5)	
	Accident and Incident Response Management	Level 1	Service Orientation	Intermediate
	Aircraft Turnaround Coordination	Level 1	Decision Making	Basic
	Airline Operations Management	Level 2	Problem Solving	Basic

	Airline Representation and Station Management	Level 2	Teamwork	Basic
	Airport Operations Management	Level 1	Interpersonal Skills	Basic
	Behavioural Analysis and Predictive Screening	Level 1		
	Change Management	Level 1		
	Customer Service Delivery	Level 1		
	Flight Disruptions and Irregular Operations Management	Level 1		
	Ground Services Training Delivery	Level 2		
	Human Factors Management	Level 1		
	Internet of Things Application	Level 2		
	Learning and Development	Level 1		
	Process Improvement and Optimisation	Level 2		
	Service Branding and Coaching	Level 2		
	Service Level Agreement Management	Level 2		
	Stakeholder Management	Level 1		
	Technology Application	Level 1		
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.