

| SKILLS FRAMEWORK FOR AIR TRANSPORT SKILLS MAP – SENIOR GROUND SERVICES OFFICER | | |
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| Sector | Air Transport | |
| Sub-Sector | Airline | |
| Track | Ground Services | |
| Occupation | Ground Services Clerical Support | |
| Job Role | Senior Ground Services Officer | |
| Job Role Description | <p>The Senior Ground Services Officer manages ground service standards by communicating service standards, executing policies and auditing ground services. He/She coordinates the day-to-day passenger service operations and identifies learning needs of ground handling agents in order to address gaps in their service delivery. He carries out precautionary measures and escalate reports of breaches in safety and/or security standards to relevant authorities.</p> <p>Being detail-oriented, the Senior Ground Services Officer audits the service standards executed by the ground handling agents and officers. He possesses good customer service skills to facilitate face-to-face interactions with the various stakeholders whilst working in shifts. He has good computer skills in order to obtain real-time flight information and access the reservation and booking systems. He is able to prioritise tasks which ensures timely and successful completion. The Senior Ground Services Officer possesses good communication and interpersonal skills which allow him to work effectively with other officers and ensure adherence to expected service standards of the airline.</p> | |
| Critical Work Functions and Key Tasks | Critical Work Functions | Key Tasks |
| | | |
| | Manage ground service standards | Communicate ground service standards to airport agencies, airline staff and ground handling agents |
| | | Audit services provided by ground handling agents against established service standards |
| | | Execute policies for ground service operations |
| | | Determine learning needs of ground handling agents to address gaps in service delivery |
| | | Prepare and file reports and documents related to flight and ground service operations |
| | Administer quality passenger services | Oversee the day-to-day passenger service operations |
| | | Execute passenger service standards |
| | | Handle complex complaint cases |
| | Maintain passenger safety and security | Carry out precautionary measures to ensure safety of passengers |
| | | Relay safety and security concerns to relevant authorities and stakeholders |
| Escalate reports of breaches in passenger safety and security standards to relevant authorities | | |

| | Technical Skills & Competencies | | Generic Skills & Competencies (Top 5) | |
|--|---|---|---------------------------------------|--------------|
| | Skills & Competencies | Accident and Incident Response Management | Level 2 | Leadership |
| Aircraft Turnaround Coordination | | Level 2 | Service Orientation | Intermediate |
| Airline Operations Management | | Level 2 | Teamwork | Intermediate |
| Airline Representation and Station Management | | Level 2 | Interpersonal Skills | Basic |
| Airport Operations Management | | Level 2 | Communication | Basic |
| Behavioural Analysis and Predictive Screening | | Level 2 | | |
| Change Management | | Level 2 | | |
| Customer Service Delivery | | Level 2 | | |
| Flight Disruptions and Irregular Operations Management | | Level 2 | | |
| Ground Services Training Delivery | | Level 2 | | |
| Human Factors Management | | Level 2 | | |
| Innovation Management | | Level 2 | | |
| Internet of Things Application | | Level 3 | | |
| Learning and Development | | Level 2 | | |
| Process Improvement and Optimisation | | Level 2 | | |
| Service Branding and Coaching | | Level 3 | | |
| Service Level Agreement Management | | Level 2 | | |
| Stakeholder Management | | Level 2 | | |
| Technology Application | | Level 2 | | |
| 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.