

<b>SKILLS FRAMEWORK FOR AIR TRANSPORT SKILLS MAP – SUPERVISOR (GROUND SERVICES)</b>		
<b>Sector</b>	Air Transport	
<b>Sub-Sector</b>	Airline	
<b>Track</b>	Ground Services	
<b>Occupation</b>	Ground Services Professional	
<b>Job Role</b>	Supervisor (Ground Services)	
<b>Job Role Description</b>	<p>The Supervisor (Ground Services) enforces the delivery of quality customer services in line with the airline’s brand identity and policies. He/She maintains the lines of communication with the various stakeholders during flight disruptions. He enforces passenger safety and security standards and investigates the root causes of all safety and security breaches. He manages staff disputes and provides coaching and feedback to improve the performance of the ground handling agents and officers. He is able to offer support proactively and help team members create training and career plans by assessing their strengths and developmental needs.</p> <p>The Supervisor (Ground Services) possesses excellent customer service skills, strong communication and interpersonal skills which allow him to maintain high service levels and respond to flight delays and disruptions. He develops solutions and considers issues holistically and systematically on the ground with his quick decision-making and problem-solving skills. He is detail-oriented in order to carry out checks and perform investigations for the organisation. He is highly motivated and results-oriented with a positive attitude whilst working in shifts.</p>	
<b>Critical Work Functions and Key Tasks</b>	<b>Critical Work Functions</b>	<b>Key Tasks</b>
	Manage ground service standards	Define service standards for ground handling agents
		Implement policies for ground service operations
		Enforce delivery of expected ground service standards
		Identify areas of improvement for ground services provided
		Ascertain and verify accuracy of ground service reports, documents, statistics and invoices
	Administer quality passenger services	Maintain lines of communication with passengers, ground handling agents and cabin crew during disrupted or delayed flight services
		Handle complex passengers enquiries during disrupted or delayed flight services
		Escalate unresolved complaint cases to higher management
	Maintain passenger safety and security	Enforce compliance of passenger safety and security standards
Carry out safety and security checks in the airport		

		Investigate root causes of breaches in safety and security standards		
	Influence organisational development	Manage staff conflicts, grievances and disputes		
		Provide coaching and feedback to improve team performance		
		Act as mentor to officers		
		Provide on-the-job training to enhance capabilities of officers		
<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	Intermediate
	Aircraft Turnaround Coordination	Level 3	Decision Making	Intermediate
	Airline Operations Management	Level 3	Problem Solving	Basic
	Airline Representation and Station Management	Level 3	Service Orientation	Intermediate
	Airport Operations Management	Level 3	Communication	Intermediate
	Behavioural Analysis and Predictive Screening	Level 3		
	Business Development	Level 3		
	Change Management	Level 3		
	Crisis Communication and Media Management	Level 3		
	Customer Service Delivery	Level 3		
	Data Analytics	Level 3		
	Flight Disruptions and Irregular Operations Management	Level 3		
	Ground Services Training Delivery	Level 3		
	Human Factors Management	Level 3		
	Innovation Management	Level 3		
	Internet of Things Application	Level 3		
	Learning and Development	Level 3		
	Process Improvement and Optimisation	Level 3		
	Service Branding and Coaching	Level 3		
	Service Level Agreement Management	Level 3		

	Stakeholder Management	Level 3	
	Standard Operating Procedures Development	Level 3	
	Technology Application	Level 3	
<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.