

Position Description - Ramp Officer

Position Title: Ramp Officer

Reports to: Regional Ground Services Manager
Ground Services Manager
Ramp Duty Manager

Purpose:

Responsible for ensuring the safe loading and unloading of aircraft baggage and freight, guiding planes to and from their gates, operating high end ground servicing equipment, performing the required safety checks and inspections to ensure safety and compliance, and fleet presentation.

Responsibilities:

- Safely lift, load, unload and transport baggage, freight, live animals and dangerous goods on arriving and departing flights;
- Receiving aircraft by guiding to and from gate positions and placing chocks and cones around aircraft;
- Dispatching aircraft communicating with Pilots and Air Traffic Control for instructions on direction of tow and pushback and positioning the aircraft;
- Operating ground support equipment, including aircraft drivable and push-able stairs, container/pallet loaders, aircraft ground power units, water/lavatory service trucks, dollies, belt loaders, passenger assist devices and passenger vans;
- Use of bag scanners, iPads and two-way radios;
- Protect baggage and other equipment from damage, loss and weather conditions;
- Performing cabin cleaning services including restocking the aircraft;
- Assist with record keeping and documentation to ensure correct routing of baggage;
- Reporting all equipment malfunctions to Leading Hand/Duty Manager or Ground Services Manager;
- Comply with all airport authority and security requirement, Airline and Oceania Aviation Services Standard Operating Procedures;
- Communicate with Leading Hand/ Duty Manager or Ground Services Manager for instructions on daily schedules; and
- Other reasonable duties as directed by Management.

**Competencies:**

- Respect and be sensitive to cultural differences and treat all customer and internal staff equally and with dignity;
- Must be able to remain composed, calm, diplomatic and rational in stressful situations;
- Must be able to meticulously follow set Airline and Oceania Aviation Services policies and procedures;
- High proficiency in spoken and written English;
- Ability to articulate and communicate effectively with internal staff sharing relevant work-related information;
- Ability to interact with customers and internal staff without prejudice or discrimination;
- Proactively take ownership of problems;
- Good problem-solving skills and contributes solutions to resolve issues;
- Strong sense of confidentiality and ethical behavior;
- Great time management and organizational skills;
- Self-motivated and ability to be flexible when flight schedules change without notice;
- Physically fit and able to work in all weather conditions;
- Maintains grooming standards in accordance with Oceania Aviation Services Policy; and
- Must have a happy disposition and contribute to a positive and healthy working environment with a can-do attitude.

Qualifications:

- High School certificate or equivalent;
- Actively participate in Company provided training programs;
- Familiarity with basic computer programs;
- Current State Driver's License;
- Ability to obtain and maintain an Authority to Drive Airside (ADA) license;
- Ability to obtain and maintain an Airport Security identification Card (ASIC);
- Ability to pass an Instant Drug and Alcohol Test; and
- Ability to obtain and maintain Airline and Oceania Aviation Services Training Qualifications.