



(Accredited by NAAC with A+)

# Human Capital Development Centre, OU

## Placement Notice

---

### **Opportunities for passed out Undergraduates(Any streams) in Globe Ground India**

**Last date for Registration: March 17, 2022**

**About the Company:** Ground Handling Agencies (GHA) started operations at Rajiv Gandhi International Airport, Shamshabad, Hyderabad with effect from 01 Apr 2019, parent group is BIRD GROUP which have the verticals under the name of Bird Worldwide Flight Services and Globe Ground India. They are existing at almost eight airports across the country (New Delhi, Mumbai, Bengaluru, Ahmedabad, Hyderabad, Goa, Cochin & Gaya), also some more stations are under their way to start operations at Chandigarh & Mangalore. They provide Ground Handling support to the Domestic as well as International Airlines based on the agreement with the Airport Operator which comprises of overall handling of flight movements at the Passenger Terminal building as well as at the Ramp area. At present GGI is comprehensively handling the flight operations for Qatar Airlines, Gulf Airlines, Malaysian Airline & Oman Airline at RGIA, Hyderabad with 120 staff on board and on payroll which includes the category of skilled, semi-skilled and unskilled and the roles are assigned based on the skill category.

#### **JOB DESCRIPTION**

**Job Title** : **Passenger Service Agent**

**Reports to** : **Supervisor/Duty Officer**

#### **Qualification, Experience & Qualities**

- Graduate from recognized university.
- Willingness to work in night shifts and extended hours.
- Good command over written and spoken English language.

#### **Competencies Required**

- Functional Expertise.
- Punctuality.
- Physically Active.
- Customer Oriented.
- Diagnostic Approach.
- Flexible.
- Result Orientation.

### **Job functions**

- Adhere to company policies and conducts every job given in an ethical manner.
- Reports directly to the flight Supervisor.
- Attend briefings conducted by the Supervisor and obtain operational information of all activities for the shift on duty
- Ensure that you are groomed as per company standards and is responsible for his/her allocation given for the day. This would include stationery, cash value documents and company assets provided.
- Take up assigned position and carry out preparatory work as required.
- Update your knowledge on latest airline briefing by reading the “Read & Sign” file.
- Follow the SOP for specific duties which will include check in counters, arrivals, facilitation, crew movements, gates, pre and post flight assignments, reservations and ticketing.
- Adhere to the SLA and upkeep quality standards in the work assigned.
- Greet passengers and colleagues in a cordial manner and answer their queries in the most respectable manner.
- Report any loss/suspicious matter to the Supervisor on duty.
- Compiling of reports/data/information as per the duty allocation.
- Is accountable for any loss of information/records or financial documents in custody.
- Attend all training programmes (mandatory and airline specific) as and when they are held. A 100% compliance to the mandatory trainings required for the job.
- If assigned the role of a mentor carry out the duties accordingly.
- Correspond to mailers sent by superiors.
- Provide all necessary documents to HR on a regular basis which include their leave plans (SL/CL/PL/Comp offs), addresses for communications along with appropriate telephone numbers, passport/police verification copies and other mandatory educational/technical documents required as per company policy.
- Adhere to shift timings.

**CTC:** Initial gross salary offered is from Rs. 16,000/- to 22,000/- per month with some other benefits as Medical Insurance, PF, Bonus etc.

Pre-requisites: Aspirant must have valid passport not issued earlier than 2018.

(b) Should have aadhar card & PAN Card.

(c) Preference shall be given to only Graduate students with (BSc, BCom & BA, etc courses)

CTC: Initial gross salary offered to the selected candidates is from Rs. 16,000/-with other benefits as Medical Insurance, PF & yearly bonus etc.

Click on the below link to register:

<https://forms.gle/dnxZ152PdqpNA1B7>

**Sd/-**

**DIRECTOR**