

Turkey Jobs Expertini®

Airport Services Duty Officer - Istanbul, Turkey

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Company: Qatar Duty Free

Location: Istanbul

Category: other-general

About the role

We are recruiting for an Airport Services Duty Officer based in Istanbul, Turkey.

In this role, you will supervise and control flight-handling activities such as flight editing, check-in, transfers and boarding, in order to ensure a high service standard. You will achieve optimum customer satisfaction and on-time department of flights. You will also have overall control of the shift as a direct representative of the Airport Services Manager. You will also ensure punctuality and safety of all Qatar Airways operations.

Specific accountabilities include:

- Ensuring that passenger and aircraft handling practices conform to the safety and security standards.
- Ensuring that all QR aircraft handling standards are met on a shift basis.
- Managing and controlling manpower on the shift, in order to optimize utilization and to maintain staff morale and discipline.
- Ensuring proper allocation of manpower and resources in the airport operations.
- Completing checks to ensure adequate standards are maintained.
- Resolving customer problems and complaints while on duty and working with all departments including Customer Relations to provide resolutions for complaint handling.
- Facilitating ramp handling activities in liaison with GHA, Caterers, Fueling, Maintenance, Cargo, and Crew to expedite departure.

Be part of an extraordinary story

Your skills. Your imagination. Your ambition. Here, there are no boundaries to your potential

and the impact you can make. You'll find infinite opportunities to grow and work on the biggest, most rewarding challenges that will build your skills and experience. You have the chance to be a part of our future, and build the life you want while being part of an international community. Our best is here and still to come. To us, impossible is only a challenge. Join us as we dare to achieve what's never been done before. Together, everything is possible

Qualifications

About you

The successful candidate will have the following qualifications and skills:

Relevant College or University qualification to min Bachelor's level

Relevant experience in an airline or reputed Ground Handling Operations at supervisory level

Strong background in Airport or GHA Operations

Good understanding of Conditions of Carriage, International Civil Aviation Safety and Security Procedures in accordance with ICAO and IATA.

Overall knowledge of airport functions within passenger and baggage handling, weight and balance and dangerous goods regulations

Excellent customer focus and service delivery

Should have the legal rights to live and work in Turkey

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