بسم الله الرحمن الرحيم

ADDU INTERNATIONAL AIRPORT

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Addu International Airport Pvt Ltd

Registration number: C-0165/2011

IUL:E2/IL/2026/29

**Assistant Officer, Airport Services (X 3)**

**Requirement / Qualifications:**

- Completed GCE O'level (minimum 3 passes including English) OR
- Minimum 2 Years of experience in a related field

**Employment Type:** Contract (1 year)

**Key responsibilities:**

- Receive and direct incoming calls to the department telephone or mobile, greet and assist passengers at check-in counters and throughout the airport terminal, providing courteous and professional customer experience.
- Establish and maintain good working relationships with Customs, Immigration, AVSECOM, MNDF, Police, Border Health, other relevant agencies, GIA Operational staff, hotels, tour operators and airline staff.
- Assist Duty Managers and Supervisors in assigning counters and ensure appropriate stationery is available as per airlines requirements.
- Ensure all counter systems are operational and ready before commencement of check-in activities.
- Use GIA or airline computer systems to provide flight arrival and departure information, ticketing and flight boarding documents.
- Take part in briefing sessions with Shift supervisors and Airline Staff on a shift basis.
- Verify passenger travel documents, tickets, and identification to ensure compliance with airline and regulatory requirements.
- Respond to passenger enquiries regarding flight schedules, delays, gate changes, baggage allowances, and other travel-related matters.
- Assign seats and provide passengers with information on seating arrangements and boarding procedures.
- Process passenger baggage by inspecting, weighing, tagging, and checking it in, including collecting excess baggage charges in accordance with airline procedures.
- Issue boarding passes and ensure all travel documentation is complete and accurate.
- Inquire and conduct visual checks to ensure passengers are not carrying prohibited or dangerous items and refer to any concerns in accordance with aviation security procedures.
- Determines check-in close-out time and prepare, complete and check various flight documents for accuracy and completes post-departure procedures.
- Direct passengers to the appropriate boarding gates and provide clear travel information and assistance.
- Make necessary arrangements for PRM and other passengers requiring special assistance.
- Communicate flight updates, delays, cancellations, and other operational changes to passengers in a timely and professional manner.
- Preparation of charge notes against published tariff and issuance of accountable documents and collection of cash wherever applicable.
- Meeting aircraft & passengers upon arrival and assisting passengers in the arrival hall.
- Coordinate with airline, airside operations (ramp) and other related GIA operational teams for smooth operations.
- Manage lost and found items and process baggage claims.
- Prepare required statistical reports.
- Adhere to applicable GIA Operational Manuals, HR Manual and Corporate Policies
- Adhere to GIA Uniform and Grooming Manual
- Ensure passenger and aircraft handling practices conform to the applicable GIA Safety policies and other Safety & Security regulations.
- Ensure to report all safety and security reports including hazards, occurrences or any other operational irregularities via phone, e-mail and applicable systems.
- Always work with a safety mentality by ensuring we hold ourselves and everyone working at GIA to the highest standards of safety.
- Perform any other duties assigned that are relevant to the department and support the efficient operation of Airport Services Department.

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