



JOB DESCRIPTION

JOB IDENTITY			
Role Title	Officer AOCS- Ground Staff	Reports To	
Function/BU	AO&CS	Company	InterGlobe Aviation Ltd (IndiGo)

COMPANY OVERVIEW
<p>IndiGo is India's largest and most preferred passenger airline and amongst the fastest growing airlines in the world. We primarily operate in India's domestic air travel market as a low-cost carrier with focus on our three pillars offering low fares, being on-time and delivering a courteous and hassle-free experience. IndiGo has become synonymous with being on-time. Since our inception in August 2006, we have grown from a carrier with one plane to a fleet of 300+ aircraft today. A uniform fleet for each type of operation, high operational reliability and an award-winning service make us one of the most reliable airlines in the world. IndiGo has a total destination count of 100+ destinations with 80+ domestic destinations and 30+ International destinations.</p>

KEY RESPONSIBILITIES
<p>Below is the JD for Officer AOCS (Ground Staff Activities):</p> <p>Job Description- Customer Services Officer: Reservations & ticketing: * Making reservations across the counter * Selling of tickets. * Remitting cash to the concerned department. * Answering customer queries over the telephone.</p> <p>Departures: * Attend the pre flight and post flight briefings. * Setting up of check in counters.</p> <p>Arrivals: * To assist customers with special requests. * To assist customers with Mishandled / damaged baggage. Prepare all required reports for the same</p> <p>Post flight departure * Filing of all necessary flight papers * Any other responsibility assigned by the management from time to time</p> <p>Job Description- Ramp Officer: * Confirm the ETA of the flight from OCC or System (Navitaire). * Take the bay no. from Apron and convey it to all the stations on R.T. * Ensure that you are at the bay D-20 mins with all the equipments required. * Note down the Touch down and Chocks and convey it on R.T. * Make sure there are enough coaches available for deplaning the pax and take care that baggage should reach Arrival before the pax. * Load and unload aircraft baggage, mail, and cargo with precision and in accordance with flight schedules, ensuring timely departures and arrivals.</p>



- * Marshal aircraft to and from gates, providing visual signals to pilots to ensure safe movement on the ramp area.

Job Description- Security Officer:

- * Maintain standards as per Company requirements
- * Ensure effective threat assessment and response capability
- * Achieve department goals and follow up
- * Perform duties as per the Security Programme.
- * Maintain performance standards and follow up with your shift
- * Monitor continuously the Quality System and the level of conformance
- * Secure quality levels& Optimize resource
- * Aware of Emergency Response Procedures, rules and regulations
- * Acquire and maintain necessary skills required to perform job functions
- * Maintain work procedures as per company requirements
- * Carry out development dialogue with the Team leaders
- * Control theft and pilferage of company property
- * Patrolling an airport terminal or aircraft to detect security breaches or safety hazards

SKILLS AND KNOWLEDGE

Education	<ul style="list-style-type: none">• Candidates must have 10th, 12th Marksheet and Graduation Degree along with Valid Passport, Pan, and Aadhaar Card• People who have completed their graduation are eligible. Please collect your final degree from college.• Freshers who have completed graduation can also apply.
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At IndiGo, we believe in the innate strength of an energetic, diverse, and inclusive workforce, where the viewpoints and life experiences of our employees help us foster strong connections with all our customers.

Our diversity equity and inclusion efforts are designed to attract, nurture, and advance the lives of our employees and customers irrespective of their – but not limited to - gender, race, color, religion, caste, creed, ethnicity, origin, language, social and economic status, sexual orientation, differently-abled status, marital status, nationality, age, family status, and maternity status.