



## **AI AIRPORT SERVICES LIMITED**

(Formerly known as AIR INDIA AIR TRANSPORT SERVICES LIMITED)

Regd. Office: 2<sup>nd</sup> Floor, GSD Building, Air India Complex, Terminal-2, IGI Airport, New Delhi-110037

CIN: U63090DL2003PLC120790

Ref No: AIASL/05-03/857

Date: 7<sup>th</sup> February, 2023

### **WALK -IN RECRUITMENT EXERCISE**

AI AIRPORT SERVICES LIMITED (formerly known as Air India Air Transport Services Limited) wishes to fill in existing vacancies and maintain a wait-list for vacancies arising in future. Indian Nationals (Male & Female) who meet with the requirements stipulated as mentioned herein, may apply for various posts for ground duties at **CHHATRAPATI SHIVAJI MAHARAJ INTERNATIONAL AIRPORT, MUMBAI** on a Fixed Term Contract basis which may be renewed subject to their performance and the requirements of the AI Airport Services Limited. Number of vacancies given below are indicative and may vary as per the operational requirement.

The reservation will be as per the Presidential Directives. The actual reservation of vacancies would depend upon the prevailing strength at the time of appointment.

AI Airport Services Limited (AIASL) is under Ministry of Civil Aviation (MOCA) and formed with an aim to provide unified Ground Handling services (Ramp, Passenger, Baggage, Cargo Handling and Cabin Cleaning).

AI Airport Services Limited is a leading Ground Handling Service provider in India and offers Ground Handling Services at major airports in India. AIASL presently provides Ground Handling Services at 82+ airports. Apart from handling the flights of Air India, Air India Express & Alliance Air also provided for 51 foreign scheduled airlines, 4 domestic scheduled airlines, 8 Seasonal charter airlines, 23 foreign airlines availing Perishable Cargo handling.

From being the first and only Ground Handler in India to handle the Airbus A380 on its maiden flight to India, to handling the futuristic 787 Dreamliners at major Airports in India,

#### **Vision:**

- To be the Leader in providing World Class Ground Handling services at all Indian Airports and expand Globally.

#### **Mission:**

- Provide safe, reliable and on-time services
- Deliver the highest quality of service at all Indian Airports
- Provide State-of-the-Art Ramp Equipment
- Be the epitome of Indian Hospitality

**Processes:**

- Continuously improve standards of safety and efficiency
- Continuous modernization and upgrade of ramp equipment

**People:**

- To maintain an energetic, qualified & a highly motivated professional team
- Maintain high degree of work ethics

<b>Sr. No</b>	<b>Station</b>	<b>Position</b>	<b>No. of Vacancies</b>	<b>Walk -in date &amp; Time</b>	<b>Venue</b>
1	<b>MUMBAI</b>	Ramp Manager	4	17.02.2023 & 18.02.2023	GSD Complex, Near Sahar Police Station, CSMI Airport, Terminal-2, Gate No. 5, Sahar, Andheri-East, Mumbai-400099.
2		Dy.Ramp Manager	4		
3		Duty Officer - Ramp	28		
4		Duty Officer - Passenger	7		
5		Duty Manager - Cargo	7		
6		Duty Officer - Cargo	11		
7		Jr. Officer - Cargo	12		
8		Jr. Officer - Technical	36		
9		Customer Service Executive	466	19.02.2023, 20.02.2022 &	
10		Para Medical Cum Customer Service Executive	5	21.02.2023	

Sr. No	Position	Qualifications & Experience	Salary in INR Per Month	Upper Age Limit
01	Ramp Manager	<p>Graduate from a recognized university with 20 years' work experience</p> <p>OR</p> <p>3 years Diploma in Mechanical/Electrical/ Production/ Electronics/ Automobile Engineering recognized by the State Government. with 20 years' experience</p> <p>OR</p> <p>MBA from recognized University (2-years full time course or 3-years part time course) With 17 years' experience,</p> <p>in Ramp or Cargo or Passenger handling functions with an Airline or Airport Operator or BCAS approved Ground Handler appointed by any Airport Operator at any airport or in combination thereof.</p> <p>Out of the above said experience, at least 08 years must be in a managerial or supervisory capacity</p> <p>Well conversant with computer operations.</p>	Rs.75,000/-	55 years

**Nature of Job Function -Ramp Manager :**

Supervision of entire Ramp Operations in the Shift. Coordination with Airlines and get their requirements for GSE & Manpower. Shall be responsible and accountable for the safety of ramp operations in the shift. Ensure that only trained, authorized and qualified personnel having valid permits are permitted to operate GS equipment. Ensuring Shift Reports, Delay Summary and ensure all Flight Handling Reports (RA Forms) are completed in all respects. Shall be responsible and accountable for the OTP in the shift Attend OTP/Delay meeting as per the requirements. Leave Monitoring & Control. Investigate discrepancies during flight handling and take corrective action to avoid recurrence. Monitoring of SPI/KPI of respective airline. Maintaining Airline wise grooming standards & discipline. Participate in audits, assessments and any projects and take the required follow up actions. Any other job responsibility that may be assigned by the Incharge. Work pattern will be three shifts including night shift irrespective of gender and one weekly off on rotation basis. Career Progression based on performance and number of year. Entitled for Casual Leave, Sick Leave and Privilege Leave and eligible for EPFO etc. as per eligibility.

Sr. No	Position	Qualifications & Experience	Salary in INR Per Month	Upper Age Limit
02	Dy. Ramp Manager	<p>Graduate from a recognized university with 18 years' experience</p> <p>OR</p> <p>3 years Diploma in Mechanical/Electrical/ Production/ Electronics/ Automobile Engineering recognized by the State Government. with 18 years' experience</p> <p>OR</p> <p>MBA from recognized University (2-years full time course or 3-years part time course) with 15 years' experience</p> <p>in Ramp or Cargo or Passenger handling functions with an Airline or Airport Operator or BCAS approved Ground Handler appointed by any Airport Operator at any airport or in combination thereof.</p> <p>Out of the above said experience, at least 06 years must be in a managerial or supervisory capacity</p> <p>Well conversant with computer operations.</p>	60,000/-	55 years

**Nature of Job Function – Dy. Ramp Manager :**

Supervision of entire Ramp Operations in the Shift. Coordination with Airlines and get their requirements for GSE & Manpower. Shall be responsible and accountable for the safety of ramp operations in the shift. Ensure that only trained, authorized and qualified personnel having valid permits are permitted to operate GS equipment. Ensuring Shift Reports, Delay Summary and ensure all Flight Handling Reports (RA Forms) are completed in all respects. Shall be responsible and accountable for the OTP in the shift Attend OTP/Delay meeting as per the requirements. Leave Monitoring & Control. Investigate discrepancies during flight handling and take corrective action to avoid recurrence. Monitoring of SPI/KPI of respective airline. Maintaining Airline wise grooming standards & discipline. Participate in audits, assessments and any projects and take the required follow up actions. Any other job responsibility that may be assigned by the Incharge. Work pattern will be three shifts including night shift irrespective of gender and one weekly off on rotation basis. Career Progression based on performance and number of year. Entitled for Casual Leave, Sick Leave and Privilege Leave and eligible for EPFO etc. as per eligibility.

Sr. No	Position	Qualifications & Experience	Salary in INR Per Month	Upper Age Limit
03	Duty Officer-Ramp	<p>Graduate from a recognized university with 12 years' experience,</p> <p>OR</p> <p>3 years Diploma in Mechanical/Electrical/ Production/ Electronics/ Automobile Engineering recognized by the State Government. with 12 years' experience,</p> <p>in Ramp or Cargo or Passenger handling functions with an Airline or Airport Operator or BCAS approved Ground Handler appointed by any Airport Operator at any airport or in combination thereof.</p> <p>out of the above mentioned experience, at least 04 years must be in a managerial or supervisory capacity</p> <p>Well conversant with computer operations.</p> <p>Well conversant with computer operations.</p>	32,200/-	50 years

**Nature of Job Function - Duty Manager (Ramp):**

Manage entire Ramp Operations in the Shift. Coordinate with Airlines and get their requirements for GSE & Manpower. Shall be responsible and accountable for the safety of ramp operations in the shift. Ensure that only trained, authorized and qualified personnel having valid permits are permitted to operate GS equipment. Prepare Shift Reports, Delay Summary and ensure all Flight Handling Reports (RA Forms) are completed in all respects. Attend OTP/Delay meeting as per the requirements. Leave Monitoring & Control. Investigate discrepancies during flight handling and take corrective action to avoid recurrence. Monitoring of SPI/KPI of respective airline. Maintaining Airline wise grooming standards & discipline. Participate in audits, assessments and any projects and take the required follow up actions. Any other job responsibility that may be assigned by the Incharge. Work pattern will be three shifts including night shift irrespective of gender and one weekly off on rotation basis. Career Progression based on performance and number of year. Entitled for Casual Leave, Sick Leave and Privilege Leave and eligible for EPFO etc. as per eligibility.

Sr. No	Position	Qualifications & Experience	Salary in INR Per Month	Upper Age Limit
04	Duty Officer- Passenger	<p>Graduate from a recognized university with 12 years' experience, out of which at least 04 years must be in a managerial or supervisory capacity in Passenger or Ramp or Cargo handling functions with an Airline or Airport Operator or BCAS approved Ground Handler appointed by any Airport Operator at any airport or in combination thereof.</p> <p>Well conversant with computer operations.</p>	32,200/-	50 years

**Nature of Job Function – Duty Officer (Passenger):**

Function as a Duty Officer of the airline concerned as per the requirement. Coordination with Airlines for resource requirement and fulfilment to their satisfactory requirement in line with SGHA/SLA requirements. Coordination with other Government Agencies to fulfill statutory & compliance requirements. Shall be responsible and accountable for the OTP in the shift. Ensure that only trained, authorized and qualified personnel having valid licenses. Ensuring Shift Reports, Delay Summary and ensure all the reports are completed in all respects. Attend OTP/Delay meeting as per the requirements. Leave Monitoring & Control. Investigate discrepancies during flight handling and take corrective action to avoid recurrence. Monitoring of SPI/KPI of respective airline. Maintaining Airline wise grooming standards & discipline. Participate in audits, assessments and any projects and take the required follow up actions. Any other job responsibility that may be assigned by the Incharge. Work pattern will be three shifts including night shift irrespective of gender and one weekly off on rotation basis. Career Progression based on performance and number of years. Entitled for Casual Leave, Sick Leave and Privilege Leave and eligible for EPFO etc. as per eligibility.

Sr. No	Position	Qualifications & Experience	Salary in INR Per Month	Upper Age Limit
05	Duty Manager (Cargo)	Graduate from a recognized university  OR  3 years Diploma in Mechanical/Electrical/ Production/ Electronics/ Automobile Engineering recognized by the State Government.  With 16 years' experience,  in Cargo or Ramp or Passenger handling functions with an Airline or Airport Operator or BCAS approved Ground Handler appointed by any Airport Operator at any airport or in combination thereof.  Out of the above said experience, 04 years must be in a managerial or supervisory capacity  Well conversant with computer operations	45,000/-	55 years

**Nature of Job Function – Duty Manager (Cargo):**

Allocation of resources as per requirement of Airlines. Providing services as per the SGHA/SLA with respective airline. Investigate discrepancies during cargo handling and take corrective action to avoid recurrence. Airline wise training requirements. Correspond with the Airline for their specific requirements. Monitoring of SPI/KPI of respective airline. Maintaining Airline wise grooming standards & discipline. Manage entire Cargo Operations in the Shift. Oversee the cargo operations to ensure on time performance and optimum uplift. Develop, implement and monitor the cargo servicing plan, including the delivery of customer service, the operation of handling agents, reporting performance and status both qualitatively and quantitatively. Develop local service and standards to streamline cargo procedures to support core and specialized product. Drive operational excellence with contracted vendors by managing key performance indicators and service levels. Participate in audits, assessments and any projects and take the required follow up actions. Any other job responsibility that may be assigned by the Incharge. Work pattern will be three shifts including night shift irrespective of gender and one weekly off on rotation basis. Career Progression based on performance and number of year. Entitled for Casual Leave, Sick Leave and Privilege Leave and eligible for EPFO etc. as per eligibility.

Sr. No	Position	Qualifications & Experience	Salary in INR Per Month	Upper Age Limit
06	Duty Officer (Cargo)	Graduate from a recognized university with 12 years' experience, out of which at least 04 years must be in a managerial or supervisory capacity in Cargo or Ramp or Passenger handling functions with an Airline or Airport Operator or BCAS approved Ground Handler appointed by any Airport Operator at any airport or in combination thereof.  Well conversant with computer operations.	32,200/-	50 years

**Nature of Job Function – Duty Officer(Cargo):**

Allocation of resources as per requirement of Airlines. Providing services as per the SGHA/SLA with respective airline. Investigate discrepancies during cargo handling and take corrective action to avoid recurrence. Airline wise training requirements. Correspond with the Airline for their specific requirements. Monitoring of SPI/KPI of respective airline. Maintaining Airline wise grooming standards & discipline. Develop, implement and monitor the cargo servicing plan, including the delivery of customer service, the operation of handling agents, reporting performance and status both qualitatively and quantitatively. Develop local service and standards to streamline cargo procedures to support core and specialized product Drive operational excellence with contracted vendors by managing key performance indicators and service levels. Work pattern will be three shifts including night shift irrespective of gender and one weekly off on rotation basis. Career Progression based on performance and number of years. Entitled for Casual Leave, Sick Leave and Privilege Leave and eligible for EPFO etc. as per eligibility. Any other job responsibility that may be assigned by the Incharge. Work pattern will be three shifts including night shift irrespective of gender and one weekly off on rotation basis. Career Progression based on performance and number of years. Entitled for Casual Leave, Sick Leave and Privilege Leave and eligible for EPFO etc. as per eligibility.



Sr. No	Position	Qualifications & Experience	Salary in INR Per Month	Upper Age Limit
07	Jr. Officer- Cargo	<p>Graduate from a recognized university under 10+2+3 pattern with 09 years experience, in any of the area or combination thereof, of fares, reservations, ticketing, computerized passenger check-in / cargo handling.</p> <p style="text-align: center;">Or</p> <p>Graduate from a recognized university under 10+2+3 pattern with M.B.A. or equivalent in any discipline (2-years full time course or 3-years part time course) from a recognized university with 06 years aviation experience in any of the area or combination thereof, of fares, reservations, ticketing, computerized passenger check-in/ cargo handling.</p>	25,300/-	<p>GEN: 35 Years  OBC: 38 Years  SC/ST: 40 Years</p>

**Nature of Job Function – Jr. Officer - Cargo:**

Allocation of resources as per requirement of Airlines. Providing services as per the SGHA/SLA with respective airline. Investigate discrepancies during cargo handling and take corrective action to avoid recurrence. Airline wise training requirements. Correspond with the Airline for their specific requirements. Monitoring of SPI/KPI of respective airline. Maintaining Airline wise grooming standards & discipline. Implement and monitor the cargo servicing plan, including the delivery of customer service, the operation of handling agents, reporting performance and status both qualitatively and quantitatively. Develop local service and standards to streamline cargo procedures to support core and specialized product Drive operational excellence with contracted vendors by managing key performance indicators and service levels. Participate in audits, assessments and any projects and take the required follow up actions. Any other job responsibility that may be assigned by the Incharge. Work pattern will be three shifts including night shift irrespective of gender and one weekly off on rotation basis. Career Progression based on performance and number of years. Entitled for Casual Leave, Sick Leave and Privilege Leave and eligible for EPFO etc. as per eligibility.

Sr. No	Position	Qualifications & Experience	Salary in INR Per Month	Upper Age Limit
08	Jr. Officer-Technical	<p>Full time Bachelor of Engineering in Mechanical / Automobile / Production / Electrical / Electrical &amp; Electronics / Electronics and Communication Engineering from a recognized university.</p> <p>Must be in possession of LMV.</p> <p>Heavy Motor Vehicle (HMV) Valid Driving License to be produced maximum within 12 months or produce the HMV License within the minimum time frame as per the prevailing rules of the state government, from the date of joining. The incumbent has to apply for Heavy Motor Vehicle License immediately upon acceptance of offer. No increment will be extended before possession of HMV license.</p> <p>Preference will be given to those with aviation experience or GS Equipment/ Vehicle/Heavy earth movers equipment Maintenance with reputed GS Equipment manufacturer/Authorized Service Agency.</p>	25,300/-	<p>GEN: 28 Years  OBC: 31 Years  SC/ST: 33 Years</p>

**Nature of Job Function – Jr. Officer - Technical:**

At the Airport, delegate and assign duties, monitor the day-to-day activities of subordinates, assigning responsibility for specified work and/or functional activities within the framework set by management. Coordinate with overall ramp and commercial activities. Perform tasks and assignments as when assigned as per the requirement. Work pattern will be three shifts including night shift irrespective of gender and one weekly off on rotation basis. Career Progression based on performance and number of years. Entitled for Casual Leave, Sick Leave and Privilege Leave and eligible for EPFO etc. as per eligibility.

Sr. No	Position	Qualifications & Experience	Salary in INR Per Month	Upper Age Limit
09	Customer Service Executive	<p>Graduate from a recognized university</p> <p>Preference will be given to candidate having Airline/GHA/Cargo/Airline Ticketing Experience or Airline Diploma or Certified course like Diploma in IATA-UFTAA or IATA-FIATA or IATA-DGR or IATA CARGO.</p> <p>Should be proficient in use of PC.</p> <p>Good command over spoken and written English apart from that of Hindi.</p>	21,300/-	GEN: 28 Years OBC: 31 Years SC/ST: 33 Years

**Nature of Job Function – Customer Service Executive:**

At the Airport, mainly Passenger Check-in, Airline ticket reservation, Boarding and all Terminal Functions. Passenger as well as Airlines satisfaction is the key requirement. Work pattern will be three shifts including night shift irrespective of gender and one weekly off on rotation basis. Career Progression based on performance and number of years. Entitled for Casual Leave, Sick Leave and Privilege Leave and eligible for EPFO etc. as per eligibility.

Sr. No	Position	Qualifications & Experience	Salary in INR Per Month	Upper Age Limit
10	Para medical Cum Customer Service Executive	<p>Graduate from a recognized university with Diploma in Nursing</p> <p><b>OR</b></p> <p>B.Sc (Nursing)</p> <p>Should be proficient in use of PC.</p> <p>Good command over spoken and written English apart from that of Hindi.</p>	21,300/-	GEN: 28 Years OBC: 31 Years SC/ST: 33 Years

**Nature of Job Function – Para Medical Cum Customer Service Executive:**

Assist in replenishing and certifying the contents of the First Aid Kit, Medical Kit and Universal Precaution Kit. Treat the employees and attend to the emergencies in the capacity as a paramedic. To conduct pre-flight, post flight medical and ground staff Breath Analyzer Test and maintains all its documentation and records as per prevailing DGCA and company rules. Work pattern will be three shifts including night shift irrespective of gender and one weekly off on rotation basis. Career Progression based on performance and number of years. Entitled for Casual Leave, Sick Leave and Privilege Leave and eligible for EPFO etc. as per eligibility.

**Applicants meeting with the eligibility criteria mentioned in this advertisement, as on 01<sup>st</sup> February, 2023, are required to WALK-IN person, to the venue on the date and time specified above. Please note the dates of the Walk-in.**

**SELECTION PROCEDURE:**

**Ramp Manager/ Dy. Ramp Manager/ Duty Officer – Ramp/ Dy. Terminal Manager / Duty Officer - Passenger/Duty Manager – Cargo/ Duty Officer – Cargo/ Jr. Officer – Cargo/ Jr. Officer – Technical/ Customer Service Executive/ Para Medical Cum Customer Service Executive.**

(a) Personal/Virtual Interview

(b) The company at its discretion may introduce Group Discussion, depending upon the response. The selection procedure would be conducted on the same day or on the subsequent day(s).

Outstation candidates are advised to make their own arrangement of lodging and boarding at their own cost, if required.

**Ramp Service Executive**

(a) Trade Test comprise of Trade Knowledge and Driving test including Driving Test of HMV. Those passing the Trade Test alone will be sent for Interview.

(b) Personal/Virtual Interview

The selection procedure would be conducted on the same day or on the subsequent day(s).

Outstation candidates are advised to make their own arrangement of lodging and boarding at their own cost, if required.

## **HOW TO APPLY:**

Applicants meeting with the eligibility criteria mentioned in this advertisement, as on **1<sup>st</sup> February, 2023**, are required to **WALK-IN** in person, to the venue, on the date and time as specified above along with the Application form duly filled-in & copies of the testimonials/certificates (as per attached application format with this advertisement) and non-refundable **Application Fee of Rs.500/- (Rupees Five Hundred Only) by means of a Demand Draft in favor of "AI AIRPORT SERVICES LIMITED."**, payable at **Mumbai**. No fees are to be paid by Ex-servicemen / candidates belonging to SC/ST communities. Please write your Full Name & Mobile number at the reverse side of the Demand Draft.

Following documents are required, while appearing for interviews:

- a. A recent (not more than 3 months old) colored passport size photograph of the fullface (front view) should be pasted neatly in the space provided in the application form.
- b. Self-attested copies of the supporting documents as mentioned in the Tabulation '**List of Documents (copies) to be attached with the Application**' of these Advertisement to be submitted along with the application. **Original Certificates should not be submitted along with the application but should be brought for verification.** The Company is not responsible for returning any original copy/ies of Certificates /Testimonials submitted with the application.
- c. Bring your valid Passport along with one set photo copy (if available).
- d. Candidates belonging to OBC category must submit a duly attested photocopy of the Caste Certificate in the format as prescribed by Government of India, issued by the Competent Authority. The certificate, inter-alia, must specifically state that the candidate does not belong to socially advanced sections excluded from the benefits of reservation for OBC in civil posts and services under the Government of India. The Certificate should also contain the '**Creamy Layer**' **Exclusion clause**. The OBC Certificate produced by the candidates should be as per the Central List of OBCs published by the **Govt. of India and not by the State Government**.
- e. Eligible candidates working in the AI Airport Services Limited can also apply for the said post and if selected, they would be considered with service and pay protection.
- f. Applicants working in Government / Semi-Government / Public Sector Undertakings or autonomous bodies, must appear with the completed Application Form routed through proper channel or along with "No Objection Certificate" from their current employer.
- g. The advertisement for this recruitment is being published on our company website, hence please visit our company website [www.aiasl.in](http://www.aiasl.in).

Management reserves the right to change in above schedule/conditions, based on requirements.

**GENERAL CONDITIONS:**

- a. The short listed suitable candidates will be considered for engagement on a Fixed Term Contract basis subject to their turn in merit order, availability of vacancies in consideration with reservation for SC/ST/OBC. The prospective candidate should be fit to carry out the duties of the post.
- b. Period of Contract: Fixed Term Contract basis, if offered. Presently the contract is for One year and same is renewable subject to assessment on the performance. This Contract could also be terminated earlier at the discretion of the Management during the tenure of contract, and/or in the event of unsatisfactory performance. The job is transferable to any station in India.
- c. Consideration of SC/ST/OBC/Ex-Servicemen/Economically Weaker Section candidates will be as per the Government Directives on reservation of posts.
- d. SC/ST candidates who are eligible for the post & residing beyond 80kms. from the venue and not employed in any Government / Semi-Government / Public Sector Undertaking or Autonomous Bodies, will be reimbursed second class to & fro rail / bus fare by the shortest route as per rules, subject to submission of a request in the prescribed format and on production of evidence to that effect.
- e. Applications which are unsigned / incomplete / mutilated / received by post / courier services will not be considered.
- f. The applicants must ensure that they fulfill all the eligibility criteria, as on **01<sup>st</sup> February, 2023**, and that the particulars furnished by them in the application are correct in all respects. At any stage of the Selection Process, if the particulars provided by the applicants in the application or testimonials attached/provided are found incorrect / false or not meeting with the eligibility criteria prescribed for the post, the candidature is liable to be rejected and, if appointed, services will be terminated, without giving any notice or reasons therefore.
- g. Any canvassing by or on behalf of the candidate or bringing political or other outside influence, with regard to their engagement / selection shall be considered as **DISQUALIFICATION**.
- h. Prescribed format of Application is given below: