

APPOINTMENT OF GENERAL MANAGER (GHO) FOR AAICLAS AT KOLKTA/CHENNAI
AAI Cargo Logistics & Allied Services Company Limited (AAICLAS)
(A 100% owned subsidiary of AAI)

AAICLAS has been set up as a fully owned cargo subsidiary of the Airports Authority of India to manage the development of air cargo business at over 80 plus airports including potential airports within the country and outside the country. The vision of the company is to emerge as the largest Integrated Cargo logistics and ground handling operator in the country.

To drive this business, AAICLAS requires a dynamic, energetic and passionate General Manager for looking after Ground Handling Operations (GHO) preferably within the age group of 45 to 55 years. The detail profile and other requirements of the job is given below:

JOB DESCRIPTION AND RESPONSIBILITIES

As General Manager (GHO), he/she is accountable to Chief Executive Officer of AAICLAS through appropriate reporting channel and is responsible for the efficient functioning of the Company for achieving its objectives and performance parameters. The indicative scope of work is as under:

- Manage the day to day operations to meet organizational performance plans and growth objectives within established budgets and timelines.
- Manage and control departmental expenditures/finance within established budgets.
- Implement and enhance a daily operating report process that measures effectiveness to plan for the operation.
- Monitor measure and report on operational issues, opportunities, development plans and achievements.
- Manage direct reporting staff; implement training to improve skills and to insure a satisfied front line workforce.
- Develop forward focused station planning to predict staff and equipment requirements on daily as well as long term basis.
- Build a strong operation work group by identifying weaknesses and implementing processes and training to close those gaps.
- Provide leadership and guidance by coaching, counselling and mentoring the team down the line and front line workforce on a day to day basis to directly enhance their skills.

- Identify and implement new operating techniques that will improve productivity and reduce costs.
- Ensure activities meet with and integrate with organizational requirements for quality, health and safety, legal, environmental and general overall objectives.
- Identify and implement plans to reduce ground support equipment fleet expense and assist with fleet renewal requirements planning.
- Contribute to the evaluation and development of operational strategy and performance in co-operation with the company's Senior Management Team.
- Review work performance to ensure staff is meeting company requirements.
- Ensure customer delight standards are met and/or exceeded.
- Take corrective/disciplinary actions when necessary.
- Oversee and provide training for team down the line and front line workforce to ensure they are in compliance with the company safety standards and procedures. Update and maintain training files as required.
- Ensure that departmental control procedures are established and maintained.
- Ensure all Company Assets are being properly maintained.
- Submit all reports/documentation as required by the senior management.
- Good knowledge of SGHA 2008/2013 and SLA's and future directions from all Government Organizations;
- Initiate and lead the regional and local Ground Handling Services initiatives in assessing, reviewing and prioritizing issues to be addressed; represent the region in the national forum; participate and contribute to company and industry policy formulation and enhancement related initiatives;
- Head the Ground Handling Services by leading a team of trained personnel motivating them and managing the strategic and tactical level activities including commercial safety and emergency response related to the terminal and handling customer airlines and their throughput volumes through various terminals;
- Formulate and recommend strategic medium- and long-term plans covering resource requirements - infrastructure, facility, manpower, equipment, material and financial to HDQ towards efficient and effective utilisation of the Ground Handling Services; Prepare and manage annual and short-term budgets through appropriate deployment of resources to ensure attainment of sustained optimum productivity levels
- Lead and manage the process of Ground Handling Services through IATA SGHA and SLA by attracting new customer airlines and negotiations with existing customer airlines for renewal;
- Direct and Manage the performance of the 24/7 operational team to ensure attainment of the bench marked service levels mutually agreed with respective

customer airlines for activities within the set time norms through ensuring effective resource deployment and communication

- Implement and monitor resource utilisation and operational performance through a comprehensive range of periodical operational MIS reports based on the collated data from diverse sources such as the computerized system, airline audit reports, incident reports, shift reports, as a key decision support tool in framing and enhancing Ground Handling operational policies
- Guide the monitoring and analysis of the trends and discrepancies at the terminal caused by internal factors and outstations; identify the key areas which need improvement at the Ground Handling services with team down the line to ensure prevention of//reduction in discrepancies and ensure implementation of corrective action and its sustained effectiveness.
- Ensure conduct of scheduled operational internal Quality Control audits at agreed frequencies and implement corrective actions proposed to ensure continuous improvement and compliance with the requirements; Manage external audits conducted by customer airlines, regulatory authorities to ensure sustained compliance with customer/regulatory requirements
- Responsible to ensure team's effective co-ordination with internal departments and external agencies such as Safety, Ground/Ramp Operations, Customs, Police, Ministries and specialised Agencies related to Ground Handling Services to ensure correct and timely compliance of operational standards and regulatory requirements.
- Develop and maintain critical contacts with local Government bodies, industry experts and consultants in operational areas in order to maintain long term relationship to understand, evaluate and implement industry standards and emerging industry trends.
- Ensuring compliance with international air transport, national , state, and airline ground handling regulations
- Direct responsibility for the Operations service delivery unit, which will provide dispatch, station control and coordination, information interface with other airport stakeholders, radio frequency/ electronic data interface with aircraft, crew briefing-flight plans, met. folders, airline operating crew administration, weight and balance, statistics, and performance records
- Building relationships with customer airlines, ensuring that agreed safety , security, and service delivery standards are maintained
- Implementation of the companies policies and procedures, promoting sound safety, and people management practice

- Establishing, maintaining and promoting effective working relationships with external stakeholders within the airport community

The above is only indicative list of responsibilities of General Manager (GHO) and may change from time to time as per the Directions of the Chief Executive Officer, AAICLAS.

DESIRABLE SKILLS

- (a) Ability to work collaboratively with others to provide a high quality service;
- (b) Project Management Skills
- (c) IT Skills and Communication Skills
- (d) Financial background or any experience of business development or of merger, acquisition, if any;

ELIGIBILITY CRITERIA

1. Nationality / Citizenship

Candidate must be either a citizen of India or person of Indian Origin working overseas.

Please note that the eligibility criteria specified herein are the basic criteria for applying for the post. Candidates must necessarily produce the relevant documents pertaining to nationality, age, educational qualifications etc. in original along with a photocopy thereof in support of their identity and eligibility.

2. Age Limit

The candidate must be of age between 45 and 55 years as on 01.09.2020;

3. Education and Professional Qualification

Educational

- Any Graduate preferably with an MBA (Aviation Management) in (10+02+03+02/03 years) pattern or BTech/BE with MBA or Equivalent
- Must have basic knowledge/skills related to MS Office or equivalent package
- Knowledge/skills in IT systems/recent developments is an added advantage

Professional

- Must have Certificates for undergone Ground Operations Management or Ground Handling or equivalent;
- Certification in any specialised area such as Dangerous Goods, Live Animals, ISO/Quality certification would be an added advantage;
- IT and Process related;
- Direct exposure to and participation in local, regional and national industry bodies;

4. Experience

- Minimum 15 years of experience with the Airport operators or Ground Handling Industry or Airline or Air Cargo out of which over 10 years should have been spent at Senior Managerial Level.
- Should have Handled :-
 - (i) Managing budgets and responsible for CAPEX/OPEX;
 - (ii) Managing team of around 100 or more;
 - (iii) Implemented or managed systems to run the section/department/unit;
 - (iv) Direct dealings with external stakeholders – regulatory, industry and customer organisations;
 - (v) Change management

It may be noted that AAICLAS may alter or modify any of the above eligibility criteria, if, it so feels necessary to select the right candidate or may cancel the whole selection process at any stage including up to the appointment of the candidate.

TENURE & REMUNERATION

1. Tenure

Appointment will be on "Fixed Term Contract Basis" initially for 3 years and further extendable based on performance by another 02 years on mutually agreeable terms and conditions.

2. Remuneration: Negotiable

SELECTION PROCEDURE

Selection will be through an interactive interview with the Top Management of AAICLAS.

HOW TO APPLY:

- I. Candidates meeting the eligibility criteria **as on 01.09.2020**, are advised to send their duly filled in Application Form (available on the Company web-site www.aaiclas-ecom.org) **latest by 21.09.2020** to the '**Chief Executive Officer**', **AAI Cargo Logistics & Allied Services Company Limited, AAICLAS Bhawan, Delhi Flying Club Road, Safdarjung Airport, New Delhi-110003**' along with:
 - a) Demand Draft of Rs.500/- in favour of '**AAI Cargo Logistics & Allied Services Company Limited**' payable at '**New Delhi**'
 - b) Self-attested copies of all Certificates/Testimonials in support of Date of Birth, Educational Qualification,
 - c) Experience Certificate (self-attested)
 - d) Two (02) recent passport size photographs.

Please note that No original certificate is to be submitted with the Application Form. Although, Candidates are required to bring all Original Certificates at the time of interview for verification purpose only.

The applicants are advised to specify the subject line on the Envelope as "**Application for the post of General Manager (GHO), AAICLAS at Kolkata or Chennai**"

Candidates belonging to OBC category, the category certificate should be in the prescribed format including the "Non-Creamy layer clause" issued by the Competent Authority for employment under Government of India and should be as per the Central list of OBC's published by the Government of India. Please also note that the validity of the "Non-Creamy layer should not be older than Six (6) months from the date of the eligibility i.e. 01.09/2020;

A recent (not more than 3 months old) coloured passport size photograph of the full face (front view) should be pasted neatly in the space provided in the Application Form.

Candidates are also required submit along with application an A/c Payee Demand Draft for an amount of Rs. 500/- (Rupees Five Hundred only) in favour of "**AAI Cargo Logistics & Allied Services Company Ltd.**", payable at **NEW DELHI**, as non-refundable Application Fee (Not applicable for SC/ST/Ex-Servicemen/Female candidates). Please mention your Full Name, date of birth and Mobile number on the reverse of the Demand Draft.

Candidates working in Government/Semi-Government/Public Sector Undertakings or autonomous bodies, must walk-in with the completed Application Form routed through proper channel or along with "No Objection Certificate" from their present employer.

ACTION AGAINST CANDIDATES FOUND GUILTY OF MISCONDUCT

Candidates are advised in their own interest that they should not furnish any particulars/ details/ information or make statements that are false, incorrect, tampered, fabricated and should not conceal or suppress any material information while filling up the application form and submitting the attested copies of testimonials. In case it is detected at any time that the candidate has indulged in any of the above mentioned activities, he/she will not only be disqualified, but he/ she will also be liable to be dismissed from the services of AAICLAS at any time, even after being selected and after joining AAICLAS in service.

GENERAL ELIGIBILITY

The appointment of the selected candidate will be subject to following:

Medical fitness

The selected candidate must be declared medically fit by a doctor or a panel of doctors approved by AAICLAS.

Character verification

The selected candidate will be subjected to verification of their character and antecedents.

Security Clearance

Since the job entails working at the airport, the appointment of the selected candidate will be subject to final security clearance from Government security agencies.

GENERAL INSTRUCTIONS

- 1) The short listed candidates will be considered for engagement on a Fixed Term Contract basis (FTC) initially for a period of Three year. The period of one year will be treated as probation period and on successful completion of probation period, the period of engagement will be considered for extension at the sole discretion of the Management of AAICLAS. Selected candidates have to join at the station of engagement then only the appointment will come into force.
- 2) Selected Candidates will have to bear the cost of the Pre-Engagement Medical Examination(s).
- 3) Candidates should satisfy themselves about their eligibility for the post applied for.
- 4) Candidates serving in Govt./ Quasi Government offices, Public Sector Undertakings, are advised to submit 'No Objection Certificate' from their employer at the time of Interview, failing which their candidature may not be considered and travelling expenses, if any, otherwise admissible, will not be paid.
- 5) In case of selection, candidates will be required to produce proper discharge certificate from the employer at the time of taking up the appointment.
- 6) Candidates are advised in their own interest to send their resumes to the mentioned address much before the closing date and not to wait till the last date.
- 7) AAICLAS does not assume any responsibility for the candidates not being able to

submit their applications within the last date on account of aforesaid reasons or for any other reason beyond the control of AAICLAS.

- 8) In case it is detected at any stage of recruitment that a candidate does not fulfil the eligibility norms and/ or that he/ she has furnished any incorrect/ false information or has suppressed any material fact(s), his/ her candidature will stand cancelled. If any of these shortcomings is/ are detected even after appointment, his/ her services are liable to be terminated.
- 9) Candidates are advised to keep their e-mail ID alive for receiving advices, viz. Call Letters/ Interview date advices etc.
- 10) Decisions of AAICLAS in all matters regarding eligibility, conduct of Interview, other tests and selection would be final and binding on all candidates. No representation or correspondence will be entertained by AAICLAS in this regard.
- 11) Appointment of selected candidate is subject to his/ her being declared medically fit as per the requirement of AAICLAS. Such appointment will also be subject to the service and conduct rules of AAICLAS for such post in AAICLAS, in force at the time of joining AAICLAS.
- 12) Any legal proceedings in respect of any matter of claim or dispute arising out of this advertisement and/ or an application in response thereto can be instituted only in New Delhi and courts/ tribunals/ forums at New Delhi only shall have sole and exclusive jurisdiction to try any cause/dispute.

ANNOUNCEMENTS

All further announcements/ details pertaining to this process will only be published/ provided on AAICLAS authorised website <http://www.aaiclas-ecom.org> from time to time.

4. DISCLAIMER

In case it is detected at any stage of recruitment that a candidate does not fulfil the eligibility norms and / or that he / she has furnished any incorrect / false information or has suppressed any material fact(s), his /her candidature will stand cancelled. If any of these shortcomings is / are detected even after appointment, his /her services are liable

to be terminated. Decisions of AAICLAS in all matters regarding eligibility, other tests and selection would be final and binding on all candidates. No representation or correspondence will be entertained by AAICLAS in this regard.

State: _____

Pin Code: _____

Telephone No: (Residence with STD Code): _____

Mobile No.: _____

Alternate Mobile No.: _____

Email ID: _____

6. Gender : Male / Female

7. Marital Status : Mark 'X' in appropriate box.

Unmarried	Married	Divorce	Widow (er)	Separated

8. Nationality: _____

9. Religion : _____

10. Mother Tongue : _____

11. PAN No : _____

12. (a) Aadhar Card No.: _____

(b) Passport No. _____

13. Height: (Bare feet in cms.) _____

14. Weight: _____ Kgs.

15. a) Whether SC / ST / OBC / General (ALSO MENTION SUB-CASTE)
(Indicate Category to which you belong by marking 'X' in the appropriate box.)

Name of Sub-Caste	SC	ST	OBC	General

If SC / ST – attach copy of the Caste Certificate.

If OBC, furnish current Certificate including the "Non Creamy layer clause". OBC community should be as per the Central List of OBCs published by the Government of India [As per format in Annexure 'B']

b) Whether Ex-Serviceman : Yes / No

If 'Yes', furnish details of service, position held, date of release, details of experience after release (attach copies of relevant documents)

c) Whether from Police Services : Yes / No
(Furnish details)

d) Whether working in any Govt : Yes / No
Semi-Govt. / Public Sector
Undertaking or autonomous body

If "Yes", enclose "No Objection Certificate"

16. Education Qualifications: (Matriculation / SSC onwards)

Examination(s) Passed (specify Degree e.g. BA/BSc/ B.Com etc. / Diploma / course	Name of the University / Institution	Date, Month & Year of Passing	Duration	Percentage of marks (Class / Division)
10 (SSC)				
12 (HSc or Pre-Degree)				
Graduation				
Any other (please specify)				

17. Professional Qualifications: (Ground Operations Management/ DGR, Live Animals, ISO etc)

Name of the certification	Name of the Institution	Date, Month & Year of Certification	Duration

18. Fluency in languages: Mark 'X' in an appropriate column.

Language	Read	Speak	Write	Remarks*
a) English				
b) Hindi				
c) Bangla				
Others (Specify)				

* Indicate whether any Certificate / Language Course done and the duration of the course, along with a copy of such Certificate.)

19. Work Experience (if any):

Organisation	Post Held	Period of Service		Nature of Job
		From	To	

20. i (a) Is any case pending against you with the police or court? Yes No
(b) If Yes, furnish full details on a separate sheet of paper

ii (a) Where you ever arrested? Yes No
(b) If Yes, furnish full details.

21. Particulars of Demand Draft issued:
(In favour of **AAI Cargo Logistics and Allied Services Company Ltd.** payable at **New Delhi**)

Name & Address of the Issuing Bank & Branch	Date of Issue	Demand Draft No.	Amount
			Rs.500/-

22. Relatives working in AAI / AAI Cargo Logistics & Allied Services Company Ltd.:

Name	Designation	Company	Relationship

23. **Declaration: I hereby certify that the foregoing information is correct to the best of my knowledge and belief. I have not suppressed any material fact or factual information in the above statement.** I am aware that in case I have given wrong information or suppressed any material fact or factual information, or I do not fulfil the eligibility criteria according to the advertisement, my candidature will be rejected / services terminated without giving any notice or assigning reasons therefore.

Place : _____

(Signature of applicant)

Date : _____

List of Documents(copies) to be attached with the Application :

(Please also bring all ORIGINAL DOCUMENTS / CERTIFICATES for verification only)

- i) Demand Draft (Not applicable for SC/ST/Ex-Servicemen/Female).
- ii) 10th Std / Matriculation Mark-sheet & Passing Certificate
- iii) 12th Std / Pre-Degree Mark-sheet and Passing Certificate
- iv) Graduation Certificate or Provisional Degree Certificate
- v) Professional Qualification Certificate
- vi) No Objection Certificate from present employer, if applicable.
- vii) Caste Certificate in case of SC / ST / OBC candidates
- viii) Discharge Certificate in case of Ex-Servicemen
- ix) Experience Certificate
- x) Nationality / Domicile Certificate
- xi) PAN Card Copy
- xii) Aadhar Card Copy
- xiii) Passport Copy
- xiv) Any documents in regard with point no. 20 of Application Format

