



## Ground Force

### About the Organization

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IndiGo is India's largest and most preferred passenger airline and amongst the fastest growing airlines in the world.

We have a simple philosophy: offer fares that are affordable, flights that are on time, and provide a courteous and hassle-free travel experience across our unparalleled network. We show that low cost does not mean low quality. With our fleet of over 360 aircraft, we operate well over 2,000 daily flights, connecting over 110+ destinations (of which 33 international), welcoming 100+ million customers on board last year. We have an industry leading on-time performance and one of the highest customers NPS in the Indian market. At IndiGo, we will continue to extend our scope, by spreading our wings internationally, developing from a domestic carrier to a global aviation leader.

### Job Purpose

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**Airport Operation and Customer Service:** This department manages the activities at the airport pertaining to passenger travel, security checks and ramp responsibilities. Ground staff at the airport, work in shifts and have an important role in daily operations. Handling passenger queries, cabin cleaning, catering, ticket sales, planning, monitoring and controlling airline flight operations are some of the responsibilities they perform. They are also responsible for complying with regulatory requirements and making each flight execution flawless and on-time. From boarding the flight on-time, keeping their baggage safe, cleaning the aircraft and managing on-board refreshments, they do it all wearing a smile.

### Roles & Responsibilities: Officer – AO&CS in the role of Terminal Service

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- 1. Reservations & ticketing:**
  - Making reservations across the counter
  - Selling of tickets.
  - Remitting cash to the concerned department.
  - Answering customer queries over the telephone.
- 2. Departures**
  - Attend the pre – flight and post flight briefings.
  - Setting up of check in counters.
  - Screening of checked in baggage.
  - Maintain high quality of Check in procedures.
  - To assist customers with special requests.
- 3. Arrivals**
  - To assist customers with special requests.
  - To assist customers with Mishandled / damaged baggage. Prepare all required reports for the same.
  - Co-ordination with the baggage vendor for the damaged bags.
  - Follow up with the en-route stations regarding lost baggage.
- 4. Post flight departure**
  - Filing of all necessary flight papers



## **Roles & Responsibilities: Officer – AO&CS in the role of Security**

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- 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

## **Roles & Responsibilities: Officer – AO&CS in the role of Ramp**

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- 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 equipment required.
- Note down the Touch down and Chocks and convey it on R.T.
- Align the ramp properly.
- Make sure there are enough coaches available for deplaning the passengers and take care that baggage should reach Arrival before the passenger.
- Check the cleaning and take the boarding clearance from the Cabin crew and announce it on R.T.
- Make sure loading is done as per Loading Instruction Report given by the Load and Trim staff.
- After departure make sure that all the equipment is sent back to the transport yard.
- Fill the ramp filling.
- During the flight ensure everyone is smooth, safe and flight is on time.

## **Job Specification**

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- Education Qualification: Any Graduate
- Individuals passionate to build a career in Aviation industry
- Excellent communication skills
- Good written and presentation skills
- Comfortable working in rotational shifts
- Ability to work in a fast-paced environment and task-orientation



## Eligibility Criteria

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- Graduation is mandatory for freshers and degree certificate is essential.
- Candidates should not have any visible tattoos while in uniform
- Candidates must be flexible of working in rotational shifts including Night shifts
- Aspirants of Ground staff only (Security / Customer Service /Ramp)
- Valid passport
- For experienced candidates, previous employment letters / experience certificates and AEP surrender copy is mandatory for Aviation experience.

## Compensation and Benefits

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1. Metro Location – 3.00 LPA + 24,000 PA Efficiency Bonus (as per company policy)  
Non-Metro Location – 2.50 LPA + 18,000 PA Efficiency Bonus (as per company policy)
2. Mediclaim Insurance Coverage for Self and dependent family members
3. Life Insurance Coverage for the employee
4. Staff Leisure Travel - Company provides unlimited discounted tickets to the employees and 5 additional family members (subjected to company policy).