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# ASL AIRLINES BELGIUM IS LOOKING FOR AN AIRPORT SERVICES OPERATIONS OFFICER

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ASL Airlines Belgium  
Rue de l'Aéroport  
Building 101  
4460 Grâce-Hollogne  
Belgium

JOB TITLE **Airport Services Operations Officer**  
DEPARTMENT **Ground Operations**  
LOCATION **Liège Airport Site**  
REFERENCE CODE **Airport Services Operations Officer**

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## Purpose of the job

- To provide Ground Operations training on all types of ASLB aircraft types.
- To prepare new Stations with operational training, preparation and implementation support.
- To assist the Ground Operations Manager with all queries related to aircraft specifications and technical information and to ensure this information is recorded in the ASLB Ground Operations Manual (GOM).
- To answer queries from Customers on Loadability issues via the Liege loadability email address.
- To audit Stations that have repeated quality issues, and provide root cause analysis as well as corrective action recommendations to Senior management (including possible suspension of services due to safety concerns).
- To provide support to ASLB Ground Operations staff when required.
- To assist the Ground Operations Manager in the preparation of APC (Airport Co-ordinator) / Handling Agents Training material on all aircraft types and examination content and structure.
- To assist the Ground Operations Manager in providing APC / Handling Agents Training material and advise when necessary

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## Key activities

### **Ground operations & handling operational standards deployment**

To provide both initial and recurrent Ground Operations training and all required information regarding aircraft handling to all concerned parties and staff (both internal and external) in order for staff to safely and efficiently perform their duties, and thereby ensuring that the safety and operational standards of ASLB are met.

- Develop a manual training plan and program for the handling of various aircraft types.
- Develop and design relevant course syllabus in order to ensure required information is adequately covered in a time sensitive manner.
- Compile and prepare in a suitable format the course material so that it can be presented or handed-out in such a manner that will allow the best possibility of retention by the course attendees as per IATA recommendations.
- Liaise with local management or authority to ensure that suitable, adequate facilities or equipment are available with which to conduct course and that provide an environment suitable for learning.
- Provide regular formal feedback on training delivered examination success factor and liaise with the Quality and Safety Departments regarding all audits performed at outstations ;
- Present, demonstrate, or operate information and / or equipment in a clear and concise manner so that student can easily understand information or principles discussed.
- Develop, prepare and administer examination (if required) in order to ascertain students' comprehension of course material and thereby determine successful completion of course.
- Distribute questionnaire to attendees upon conclusion of course and assess results in order to obtain feedback and improve content or presentation of course.
- Analyse incident and statistics to establish potential training requirements.
- Develop training and guidance material on necessary cargo specifications e.g. strapping, securing, shoring etc

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# AIRPORT SERVICES OPERATIONS OFFICER

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## **Operational services preparation**

To assist with the preparation of new destination stations by:

- Identifying all potential, relevant service providers.
- Analyse new Station's operational capabilities for handling of ASLB aircraft e.g. GSE.
- Establish services required.
- Gather data and prepare draft Standard Ground Handling Agreements for negotiation.
- Provide Load and Build-up advice on request from Commercial/Customer.
- Respond to commercial requests and advise TAY fleet capabilities.
- Organize handling services for maintenance flights and calculate / prepare required equipment for requested flights. (FAK, ballast etc.)

## **Internal compliance**

- To comply with all relevant divisional and local company related policies, procedures and legal requirements.

## **Customer Experience**

- At anytime and anywhere, to perform the activities and display the behaviours that are designed to deliver a distinctive Customer Experience.

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### **Preferred experience/knowledge**

- Education : High school qualification
- Thorough knowledge of following areas and training certificates are required :
  - Weight and Balance procedures of all aircraft flying within TAY Fleet
  - Loading procedures
  - Ramp handling procedures
  - Dangerous Goods Handling
- Three years experience in a ground handling operations environment.
- Three years experience of loadmaster duties.
- Understands communication requirements in a multi-cultural environment.
- Proven experience in a teaching role.
- PC skills: Demonstrates familiarity and ease with use of PC equipment and software.
- Communication skills –verbal and written- : Communicates effectively with customers and colleagues over the phone and in written transactions.
- Language skills: Competency in English language both verbal and written appropriate for training activities and the international environment.
- To display a positive, open and cooperative behaviour in order to facilitate a good relationship inside and outside the department, avoid and help to solve conflicts.
- To maintain a professional office environment with due regard to confidentiality and security of aircraft data.
- To be rigorous, precise, well organized, solution orientated, proactive, etc.
- To take initiative to propose areas of improvement.
- Be assertive and show perseverance in getting the point across to other parties.
- A high level of Customer Service awareness.

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### **Contract type**

Permanent contract – Full time job - Office Hours -  
Periodic travel abroad

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### **How to apply**

Please send your CV and your motivation letter via our job portal <http://jobs.aslairlines.be/> and indicate the reference code in the subject of your motivation letter.