

# Ground Handling Services (Mauritius) Ltd

## Job Opportunity

Ground Handling Services (Mauritius) Ltd has opening for immediate recruitment for dynamic, motivated and enthusiastic Mauritian citizens to fill in position of:

### Ground Handling Manager

*Ref: GHS/GHM/003*

#### **The Role:**

The main responsibility of the Ground Handling Manager among others will be to:

- Ensure effective management control on all aspects of ground handling operations whilst ensuring that all operations comply with appropriate Regulations and Airlines' Policies
- Ensure that the ground handling operations organization is adequately resourced and trained to perform the activities in compliance with applicable regulations
- Ensure that personnel assigned in their respective operational roles are duly and suitably trained and such training remain valid at all times
- Oversee the development, maintenance and documentation of procedures to ensure safe and efficient ground handling operations
- Be responsible for corrective action implementation resulting from audits conducted under the Quality Assurance function
- Be accountable for the implementation and adherence to SMS policies and procedures within Ground Handling Operations
- Maintain a high level of customer service which includes but is not limited to on-time performance, efficient check-in/boarding operation baggage/cargo handling and complaints resolution
- Manage Service Level Agreement (SLA) with Customer Airlines and other outsourced service providers

#### **PREREQUISITES:**

Higher School Certificate (HSC) or General Certificate of Education (GCE), with at least 2 subjects at Advanced Level, obtained at one and same sitting or an equivalent qualification from a recognised institution

#### **Plus**

- Degree in Business Studies or any Management related field from a recognised university/institution or an equivalent qualification acceptable to Ground Handling Services (Mauritius) Ltd Management
- 5 years work experience in a Travel/Tourism/ Hospitality environment

**Candidate Profile:**

- Have strong leadership skills
- Have good analytical and organisational skills
- Have good communication and interpersonal skills
- Be result oriented
- Have high problem solving skills
- Be a good team player

**APPLICATION PROCEDURES**

Interested candidates are requested to send their applications on the Company Application form with full curriculum vitae, copies of academic certificates and documentary evidence relating to work experience by **registered post not later than Tuesday 23 July 2024** at 16h00 local Mauritius time (equivalent to 12h00 UTC).

Applications should be addressed to:

**Talent Acquisition Section  
Ground Handling Services (Mauritius) Ltd  
P.O Box 441  
Port Louis**

**Note 1:**

Application form can be downloaded from the following address  
<http://jobs.ghservices.mu/Application Form.pdf>

**Note 2:**

- Job reference 'Ref: GHS/GHM/003' should be specified on the application form and envelope.
- Applicants should provide Letters of Equivalence from National Equivalence Committee for academic qualifications.
- Applications received incomplete or after the closing date will not be considered.
- Canvassing in any form will entail disqualification from the selection process.

GHS (Mauritius) Limited reserves the right: -

- (i) to call only the best candidates to participate in the selection exercise.
- (ii) to offer employment to the suitable candidates on a contract basis.
- (iii) not to make any appointment as a result of this advertisement.

*An equal opportunity employer*