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<tr>
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<tr>
<td>Cargo Attendant</td>
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</tr>
</tbody>
</table>
A. **Job Specifications:**

<table>
<thead>
<tr>
<th>Educational Qualifications:</th>
<th>Work Experience:</th>
</tr>
</thead>
<tbody>
<tr>
<td>➢ Second class / B grade graduate from any recognized university.</td>
<td>➢ Minimum 10 Years Industry experience.</td>
</tr>
<tr>
<td>➢ MBA/MPA/MAS degree holder will be preferred.</td>
<td>➢ Experience of Marketing with at least 7 years in a Managerial Position.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Skills / Special Requirements:</th>
<th>Professional Training / Courses:</th>
</tr>
</thead>
<tbody>
<tr>
<td>➢ Thorough Airline industry knowledge.</td>
<td>➢ Management Courses.</td>
</tr>
<tr>
<td>➢ Decision making</td>
<td>➢ Customer relation Courses.</td>
</tr>
<tr>
<td>➢ Effective communication</td>
<td></td>
</tr>
<tr>
<td>➢ Strategic Planning</td>
<td></td>
</tr>
<tr>
<td>➢ Project management</td>
<td></td>
</tr>
<tr>
<td>➢ Employee motivation</td>
<td></td>
</tr>
<tr>
<td>➢ Should be computer literate.</td>
<td></td>
</tr>
</tbody>
</table>

B. **Job Description & Responsibilities:**

➢ To ensure that departmental/divisional risk management process is proactive and concurrent and that all safety concerns/issues are dealt with on priority basis.

➢ To be aware of all safety and service quality requirement and to be to be responsible for the outcomes and findings of all internal & external safety/quality audits.

➢ To ensure that corrective and preventive actions are taken at the root-cause levels on all audit non-conformities and audit findings in an acceptable manner and within reasonable time frame.

➢ To ensure strict compliance (by own self and by the subordinate staff) with all QHSE standards and other legal or regulatory requirements; applicable to operational areas under their jurisdiction at all time during the conduct of normal operations.

➢ To ensure effective functioning of QHSE Steering and Working Committees. Assume responsibility as per the Management approved system procedures.

➢ To ensure strict compliance to their department/division operational safety and security functions and also ensuring operation are provided with necessary resources.
 Ensure that all appropriate data and assumptions are taken into consideration in formulation of the annual cargo marketing plan.

 Liaise closely with corporate planning, particularly to ensure that corporate objectives are embodied in the marketing plan.

 Ensure consistency in the cargo service standards.

 Evaluate centrally all cargo service facilities throughout the network to ensure that standards of service are consistent and that investments are made in those areas where improvements are most needed.

 Identify charter opportunities in the field and work closely with cargo managers to explore the same.

 Keep abreast of the overall of PIA cargo capacity and in particular of this availability of cargo aircraft for charters, divisions’ coordination with engineering and flight operations for cargo freighter operations.

 Supervision of respective cargo managers for documentation and clearance of charted cargo operations.

 Keep abreast with the availability and cost of all cargo aircraft for charter purpose and arranges to hire such aircraft from other carriers if it is profitable for PIA to do so.

 Coordinate cargo market requirements with regard to schedules based on the available capacity.

 Identify opportunities for increasing sales coverage and increased revenue and provide support to the cargo managers in countering competitor’s action and provide guidance to field offices.

 Formulate and administer cargo reservation system and cargo space control policy and procedures.

 Responsible for all feasibility studies done prior to any major change in operation pattern or equipment.

 Exercise effective human resource management in terms of selecting, training.

 Provide full support and commitment to the CQA and QA Marketing.

 Provide quality culture at the divisional level in terms of meeting and exceeding customer expectations, following the SOP’s, reducing system errors and weaknesses.

 Be customer focused, both internal and external customers.

 Participate and involve the sectional/field officers in the process of SQM including corporate and departmental quality reviews.

 Motivate and encourage frontline managers/supervisors to take customer friendly decisions as per SOP’s.

 Plan and arrange for necessary resource availability to run the quality activities within their sections.

 Comply with the regulations of the regulatory authorities of the country.
Accountable to senior management for ensuring the safety & security of Cargo Operations.

Responsible for effective implementation of SMS and HSE in all areas of Cargo Operation.

Responsible to senior management for compliance of all Safety, Financial and Quality Audit.

C. **Job Objectives (if defined):**

- To prepare marketing plans and implement them on the network for effective space utilization, improvement in cargo market share and enhance revenue earnings.

- To monitor revenue generation/administrative & service standards on the network as per laid down airline policies.
A. **Job Specifications:**

<table>
<thead>
<tr>
<th>Educational Qualifications:</th>
<th>Work Experience:</th>
</tr>
</thead>
<tbody>
<tr>
<td>➢ Graduate from recognized institution.</td>
<td>➢ Minimum 10 year Airline experience.</td>
</tr>
<tr>
<td>➢ Preference will be given to those holding Master degree.</td>
<td>➢ At least 3 years of Cargo will be an advantage.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Skills / Special Requirements:</th>
<th>Professional Training / Courses:</th>
</tr>
</thead>
<tbody>
<tr>
<td>➢ Must be conversant with knowledge of IATA rules and regulations</td>
<td>➢ Cargo Basic/Advance course.</td>
</tr>
<tr>
<td>➢ Should be able to handle matters relating to compliance and discrepancies of cargo operations.</td>
<td>➢ Dangerous goods regulation</td>
</tr>
<tr>
<td>➢ Must be computer literate.</td>
<td></td>
</tr>
<tr>
<td>➢ Must be conversant with Local custom / import regulations/ Laws.</td>
<td></td>
</tr>
</tbody>
</table>

B. **Job Description & Responsibilities:**

- To ensure full compliance with the local government’s rules & regulations of authorities/agencies where PIA operates.
- To ensure strict compliance to their department/division operational safety and security functions and also ensuring operation are provided with necessary resources
- Monitoring of handling agent.
- To ensure effective implementation of cargo handling agreements and related Service Level Agreement through monitoring and regular visits to handling agents.
- To coordinate with handling agent for smooth cargo operation.
- To achieve Sales Targets assigned by the Head Office.
- To ensure availability of valid agreement with the handling agent.
C. **Job Objectives (if defined):**

- To comply with the rules/laws of the country of operation.
- To capture maximum market share for more revenue.
- To utilize maximum cargo space.
- Regularization of outstanding amount.
- Monitoring of Cargo performance on monthly basis.
- To liaise with cargo agent/customers regarding cargo.
- To ensure proper implementation of organizational Policies.
- To ensure that all relevant PIA operational Manual/documentation is available to handling agent.
A. Job Specifications:

<table>
<thead>
<tr>
<th>Educational Qualifications:</th>
<th>Work Experience:</th>
</tr>
</thead>
<tbody>
<tr>
<td>➢ Second / B grade graduate from any recognized university.</td>
<td>➢ Minimum 10Years Airline experience.</td>
</tr>
<tr>
<td>➢ MBA/MPA/MAS degree holder will be preferred.</td>
<td>➢ Experience of marketing will be an advantage.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Skills / Special Requirements:</th>
<th>Professional Training / Courses:</th>
</tr>
</thead>
<tbody>
<tr>
<td>➢ Thorough Airline industry knowledge.</td>
<td>➢ Senior/Middle Management Courses.</td>
</tr>
<tr>
<td>➢ Should have analytical skills, decision making power related to market forces and competitors activities to achieve revenue objectives.</td>
<td>➢ Customer relation Courses.</td>
</tr>
<tr>
<td>➢ Should be computer literate.</td>
<td></td>
</tr>
</tbody>
</table>

B. Job Description & Responsibilities:

➢ To ensure strict compliance to their department/division operational safety and security functions and also ensuring operation are provided with necessary resources
➢ Evolves and monitors implementation of cargo marketing plans.
➢ Assigning targets to the station, approval of annual cargo rebate clearance and spot rates, monitoring of station’s performance.
➢ Coordinate with other sections of Cargo Division in order to ensure maximum utilization of available cargo space and secure maximum commercial benefits.
➢ In case of Freighter Operation, supervise/check and prepare analysis of leased capacity utilization.
➢ Allocation of space to the station to maximize cargo revenue and optimize capacity utilization.
➢ Negotiation of cargo special prorates agreements with other airlines.
➢ Maintain data of revenue & uplift performance station wise.

C. Job Objectives (if defined):

➢ To prepare cargo market plans in collaboration with all station and in line with the overall strategies and objectives of the corporation.
A. Job Specifications:

Educational Qualifications:
- Second class B grade graduate from any recognized university.
- MBA/MPA/MAS degree holder will be preferred.

Work Experience:
- Minimum 6 year experience in air cargo, of which at least 2 years experience, should be of managerial post.
- Experience in market planning and forecasting.
- Experience of passenger sales, reservations and other marketing/service functions related to aviation will be advantage.

Skills / Special Requirements:
- Must be conversant with IATA rules and regulations.
- Should be having analytical skills, decision power related to market forces & competitors activities to achieve revenue objectives.
- Computer literacy is a must.

Professional Training / Courses:
- Senior/middle management course.
- Dangerous goods regulation.
- Advance cargo course from IATA / PTC.
- Customer relation.

B. Job Description & Responsibilities:

- Evolves and monitors implementation of cargo marketing plans.
- Preparation of Cargo traffic, revenue and yields projections based on corporate annual budgetary requirements.
- Assigning targets to the stations, approval of annual cargo rebate clearances and monitoring of station performance.
- Develop cargo sales, services and procedures.
- Preparation of route wise industry and PIA’s market share statistics.
- Preparation of forecast of routes/system, cargo traffic/revenue and yield for long term planning.
- Evaluation of new routes, destinations and markets for optimizing revenues and market share.
C. **Job Objectives (if defined):**

- To prepare and execute cargo market plans in collaboration with all station and in line with the overall objectives of the corporation.
- Evolve strategies to enhance cargo revenue, improve yields and maximizing cargo traffic.
A. Job Specifications:

**Educational Qualifications:**
- Second class/ B grade graduate from any recognized university.
- MBA/MPA/MAS degree holder will be preferred.

**Work Experience:**
- Minimum 5 years Airline experience.
- Experience of marketing will be an advantage.

**Skills / Special Requirements:**
- Thorough Airline industry knowledge.
- Must be conversant with knowledge of IATA rules and regulations.
- Should have analytical skills and decision making power related to market forces and conversant with credit recovery procedures.
- Should be computer literate

**Professional Training / Courses:**
- Middle Management Courses
- Customer relation courses.
- Cargo Sales Basic

B. Job Description & Responsibilities:

- System Cargo Revenue Performance Monitoring & Evaluation (Domestic + International)
- Station wise Cargo Revenue Targeting and Comparison
- Commodity wise/ Month wise uplift (Domestic Stations).

C. Job Objectives (if defined):
Job title | Pay group | Reports to
--- | --- | ---
Assistant Manager Cargo Market Planning | VII | Manager Cargo market Planning

<table>
<thead>
<tr>
<th>Section</th>
<th>Location</th>
<th>Job reference no.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cargo Market Planning</td>
<td>Head Office</td>
<td>6.2.2.3</td>
</tr>
</tbody>
</table>

A. **Job Specifications:**

**Educational Qualifications:**
- Second class /B grade graduate from any recognized university.
- MBA/MPA/MAS degree holder will be preferred.

**Work Experience:**
- Minimum 4 years Airline experience.
- Experience of marketing will be an advantage.

**Skills / Special Requirements:**
- Must be conversant with knowledge of IATA rules and regulations.
- Must have ability to plan and organize sales of foreign stations.
- Must be computer literate

**Professional Training / Courses:**
- Middle management course
- Customer relation
- Dangerous goods regulation
- Advance cargo course from IATA / PTC
- Cargo Promotion
- Cargo Sales Basic

B. **Job Description & Responsibilities:**

- Evolves and monitors implementation of cargo marketing plans
- Coordinates with other sections of cargo division in order to ensure better utilization of available cargo space and secure maximum commercial benefits.
- Assist in developing marketing strategies

C. **Job Objectives (if defined):**

- To prepare cargo market plans in collaboration with all stations and in line with the overall strategies and objectives of the corporation
Job Title: Senior Officer Marketing Analysis  
Pay Group: VI  
Reports to: Manager Cargo Market Planning

<table>
<thead>
<tr>
<th>Section</th>
<th>Location</th>
<th>Job Reference No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cargo Market Planning</td>
<td>Head Office</td>
<td>6.2.2.4</td>
</tr>
</tbody>
</table>

A. Job Specifications:

**Educational Qualifications:**
- Second class/B grade graduate from any recognized university.
- MBA/MPA/MAS degree holder will be preferred.

**Work Experience:**
- Minimum 5 years Airline experience.
- Experience of marketing will be an Advantage.

**Skills / Special Requirements:**
- Thorough Airline industry knowledge.
- Must be conversant with knowledge of IATA rules and regulations.
- Should have analytical skills and decision making power related to market forces and conversant with credit recovery procedures.
- Should be computer literate

**Professional Training / Courses:**
- Middle Management Courses
- Customer relation courses.
- Cargo Sales Basic

B. Job Description & Responsibilities:

- Revenue/Tonnage Data collection from PIA network
- Analysis of Station wise Cargo load / Revenue performance
- Commodity wise/ Month wise uplift (Domestic Stations)

C. Job Objectives (if defined):
Job Title: Senior Officer Market Research  
Pay Group: VI  
Reports to: Manager Cargo Market Planning

<table>
<thead>
<tr>
<th>Section</th>
<th>Location</th>
<th>Job Reference No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cargo Market planning</td>
<td>Head Office</td>
<td>6.2.2.5</td>
</tr>
</tbody>
</table>

A. **Job Specifications:**

**Educational Qualifications:**
- Second class /B grade graduate from any recognized university.
- MBA/MPA/MAS degree holder will be preferred.

**Work Experience:**
- Minimum 5 years Airline experience.
- Experience of marketing will be an Advantage.

**Skills / Special Requirements:**
- Thorough Airline industry knowledge.
- Must be conversant with knowledge of IATA rules and regulations.
- Should have analytical skills and decision making power related to market forces and conversant with credit recovery procedures.
- Should be computer literate

**Professional Training / Courses:**
- Middle Management Courses
- Customer relation courses.
- Cargo Sales Basic

B. **Job Description & Responsibilities:**
- Maintenance and Follow up of One Shot Deals
- Coordination with Station (International + Domestic) regarding all rates and approval issues
- Liaison with Finance Department for Ad-hoc approvals.

C. **Job Objectives (if defined):**
A. **Job Specifications:**

<table>
<thead>
<tr>
<th>Educational Qualifications:</th>
<th>Work Experience:</th>
</tr>
</thead>
<tbody>
<tr>
<td>➢ Second class /B grade graduate from any recognized university.</td>
<td>➢ Minimum 5 years Airline experience.</td>
</tr>
<tr>
<td>➢ MBA/MPA/MAS degree holder will be preferred.</td>
<td>➢ Experience of marketing will be an Advantage.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Skills / Special Requirements:</th>
<th>Professional Training / Courses:</th>
</tr>
</thead>
<tbody>
<tr>
<td>➢ Must be conversant with knowledge of IATA rules and regulations.</td>
<td>➢ Middle Management Courses</td>
</tr>
<tr>
<td>➢ Should be able to handle matters relating sales and marketing of cargo.</td>
<td>➢ Customer relation courses.</td>
</tr>
<tr>
<td>➢ Should be computer literate</td>
<td>➢ Cargo Sales Basic</td>
</tr>
</tbody>
</table>

B. **Job Description & Responsibilities:**

➢ Charter operation, Aircraft leasing and coordination with other airlines
➢ Look After Ad-hoc approvals (International + Domestic)
➢ Coordinate with Stations regarding Trucking arrangement
➢ Coordination with all international & domestic stations for cargo handling.

C. **Job Objectives (if defined):**
A. **Job Specifications:**

<table>
<thead>
<tr>
<th>Educational Qualifications:</th>
<th>Work Experience:</th>
</tr>
</thead>
<tbody>
<tr>
<td>➢ Second class/ B grade graduate from any recognized university.</td>
<td>➢ Minimum 4 years Airline experience.</td>
</tr>
<tr>
<td>➢ MBA/MPA/MAS degree holder will be preferred.</td>
<td>➢ Experience of marketing will be an advantage.</td>
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<table>
<thead>
<tr>
<th>Skills / Special Requirements:</th>
<th>Professional Training / Courses:</th>
</tr>
</thead>
<tbody>
<tr>
<td>➢ Thorough Airline industry knowledge.</td>
<td>➢ Cargo Sales Basic from IATA/PTC</td>
</tr>
<tr>
<td>➢ Must be conversant with knowledge of IATA rules and regulations.</td>
<td>➢ Customer relation courses.</td>
</tr>
<tr>
<td>➢ Should have analytical skills and decision making power related to market forces and conversant with credit recovery procedures.</td>
<td>➢ Cargo Officer (EDF).</td>
</tr>
<tr>
<td>➢ Should be computer literate</td>
<td></td>
</tr>
</tbody>
</table>

B. **Job Description & Responsibilities:**

➢ Data feeding of One Shot Deals

➢ Maintenance of Office Supplies

C. **Job Objectives (if defined):**
A. **Job Specifications:**

<table>
<thead>
<tr>
<th>Educational Qualifications:</th>
<th>Work Experience:</th>
</tr>
</thead>
<tbody>
<tr>
<td>➢ Second class/ B grade graduate from any recognized university.</td>
<td>➢ Minimum 10 years airline experience.</td>
</tr>
<tr>
<td>➢ MBA/MPA/MAS degree holder will be preferred.</td>
<td>➢ Experience of marketing will be an advantage.</td>
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<tr>
<td>➢ Thorough Airline industry knowledge.</td>
<td>➢ Senior/Middle Management Courses.</td>
</tr>
<tr>
<td>➢ Should have analytical skills, decision making power related to market forces and competitors activities to achieve revenue objectives.</td>
<td>➢ Marketing/Sales Courses.</td>
</tr>
<tr>
<td>➢ Should be computer literate.</td>
<td></td>
</tr>
</tbody>
</table>

B. **Job Description & Responsibilities:**

➢ To ensure strict compliance to their department/division operational safety and security functions and also ensuring operation are provided with necessary resources.

➢ To prepare marketing plan and evolves sales strategies.

➢ Approval of annual cargo rebate clearance and spot rates, monitoring of station’s performance.

➢ To supervise cargo sales managers on the net work by giving them policy decision from time to time for achieving sales & service standards.

➢ Evolve and monitor implementation of procedures for cargo sales.

➢ To prepare & update cargo sales manual from time to time.

➢ To coordinate with other sections of Cargo Division in order to ensure maximum utilization of available cargo space and secure maximum commercial benefits.
 Allocation of space to the station to maximize cargo revenue and optimize capacity utilization.

 Negotiation of Cargo Special Prorate (SPA) agreements with other airlines.

C. **Job Objectives (if defined):**

 To implement marketing plan on the net work. Control segments, market share, revenue, yields and other marketing parameters.

 To promote sales functions and develop business.
A. Job Specifications:

**Educational Qualifications:**

- Second class/ B grade graduate from any recognized university.
- MBA/MPA/MAS degree holder will be preferred.

**Work Experience:**

- Minimum 5 year experience of cargo.
- Additional experience of cargo sales/handling

**Skills / Special Requirements:**

- Must be conversant with knowledge of IATA rules and regulations
- Should be able to handle matters relating to sales and export of cargo operations.
- Must be computer literate
- Automation courses.

**Professional Training / Courses:**

- Middle management course
- Cargo Promotion
- Customer relation
- Dangerous goods regulation
- Advance cargo course from IATA / PTC
- ULD Control

B. Job Description & Responsibilities:

- Dealing with Charges Collect Shipment.
- Preparation of statistical information for reporting.
- Follow-up of Charges Collect Shipment outstanding amount.
- Any other assignment given by Manager.

C. Job Objectives (If Defined):

- To ensure timely collection of Charges Collect. Cargo sales reports and recover amount pertaining to freighter charges of cargo shipments
A. Job Specifications:

<table>
<thead>
<tr>
<th>Educational Qualifications:</th>
<th>Work Experience:</th>
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<tbody>
<tr>
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<td>➢ Should have analytical skills, decision making power related to market forces and competitors activities to achieve revenue objectives.</td>
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<tr>
<td>➢ Should be computer literate.</td>
<td></td>
</tr>
</tbody>
</table>

B. Job Description & Responsibilities:

➢ To prepare marketing plan and evolves sales strategies.

➢ Approval of annual cargo rebate clearance and spot rates, monitoring of station’s performance.

➢ To supervise cargo sales managers on the net work by giving them policy decision from time to time for achieving sales & service standards.

➢ Evolve and monitor implementation of procedures for cargo sales.

➢ To prepare & update cargo sales manual from time to time.

➢ To coordinate with other sections of Cargo Division in order to ensure maximum utilization of available cargo space and secure maximum commercial benefits.

➢ Allocation of space to the station to maximize cargo revenue and optimize capacity utilization.

➢ Negotiation of Cargo Special Prorate (SPA) agreements with other airlines.
C. **Job Objectives (if defined):**

- To implement marketing plan on the net work. Control segments, market share, revenue, yields and other marketing parameters.
- To promote sales functions and develop business.
A. **Job Specifications:**

<table>
<thead>
<tr>
<th>Educational Qualifications:</th>
<th>Work Experience:</th>
</tr>
</thead>
<tbody>
<tr>
<td>➢ Second class / B grade graduate from any recognized university.</td>
<td>➢ Minimum 5 years Airline experience.</td>
</tr>
<tr>
<td>➢ MBA/MPA/MAS degree holder will be preferred.</td>
<td>➢ Experience of marketing will be an advantage</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Skills / Special Requirements:</th>
<th>Professional Training / Courses:</th>
</tr>
</thead>
<tbody>
<tr>
<td>➢ Thorough Airline industry knowledge.</td>
<td>➢ Middle Management Courses</td>
</tr>
<tr>
<td>➢ Must be conversant with knowledge of IATA rules and regulations.</td>
<td>➢ Customer relation courses.</td>
</tr>
<tr>
<td>➢ Should have analytical skills and decision making power related to market forces and conversant with credit recovery procedures.</td>
<td></td>
</tr>
<tr>
<td>➢ Should be computer literate.</td>
<td></td>
</tr>
</tbody>
</table>

B. **Job Description & Responsibilities:**

➢ Space Allocation to Stations, changes in allocations, adhoc allocations.

➢ Flight wise Performance and Follow up on Daily basis.

➢ Initiating requests for Change of Equipment (COE), as per marketing requirement.

➢ Any other task assigned by manager.

C. **Job Objectives (if defined):**
A. **Job Specifications:**

**Educational Qualifications:**
- Second class / B grade graduate from any recognized university.
- MBA/MPA/MAS degree holder will be preferred.

**Work Experience:**
- Minimum 5 years Airline experience.
- Experience of marketing will be an advantage

**Skills / Special Requirements:**
- Thorough Airline industry knowledge.
- Should have analytical skills, decision making power related to market forces and competitors activities to achieve revenue objectives.
- Should be computer literate.

**Professional Training / Courses:**
- Middle Management Courses
- Customer relation courses.

B. **Job Description & Responsibilities:**

- Special Prorating Agreement with other Airlines, it’s renewal, monitoring and follow up
- FOC transportation of Mangoes and other commodities as per Management’s instructions
- Exchange of information prior to concluding SPAs
- Negotiation of SPA rates with other carriers
- Initiate cargo SPA with other carrier as per demand of needy stations
- Finalization of SPA and its execution on network
- Any other task assigned by manager

C. **Job Objectives (if defined):**
## Job Title
Senior Pricing Officer

## Pay Group
VI

## Reports to
Assistant Manager Pricing & SPA

### Educational Qualifications:
- Second class B grade graduate from any recognized university.
- MBA/MPA/MAS degree holder will be preferred.

### Work Experience:
- Minimum 5 years Airline experience.
- Experience of marketing will be an advantage

### Skills / Special Requirements:
- Must be conversant with knowledge of IATA rules and regulation.
- Should be able to handle matters relating sales and marketing of cargo.
- Should be computer literate.

### Professional Training / Courses:
- Middle Management Courses
- Customer relation courses.

## Job Description & Responsibilities:
- CRC (Domestic + International)
- Pre-Flight Load Analysis
- Monitoring and Evaluating Competitors’ Intelligence

## Job Objectives (If Defined):

---

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A. Job Specifications:

**Educational Qualifications:**
- Second class /B grade graduate from any recognized university.
- MBA/MPA/MAS degree holder will be preferred.

**Work Experience:**
- Minimum 5 years Airline experience.
- Experience of marketing will be an advantage

**Skills / Special Requirements:**
- Must be conversant with knowledge of IATA rules and regulation.
- Should be able to handle matters relating sales and marketing of cargo.
- Should be computer literate.

**Professional Training / Courses:**
- Middle Management Courses
- Customer relation courses.

B. Job Description & Responsibilities:

- Cargo Tariff and Agency Affairs
- Coordination with IATA
- Investigation of new cargo agents as per instruction of IATA.
- Coordination & compilation Post office Load figures.
- Correspondences with Postal offices.
- IATA/UPU rates of Basic SDR follow-up.

C. Job Objectives (If Defined):
Job Title
Cargo Officer IATA / Agency Affairs

Pay Group
V

Reports to
Senior Officer IATA / Agency Affairs

Section
Cargo Sales

Location
Head Office

Job Reference No.
6.2.3.7

A. Job Specifications:

Educational Qualifications:
- Second class /B grade graduate from any recognized university.
- MBA/MPA/MAS degree holder will be preferred.

Work Experience:
- Minimum 4 years Airline experience.
- Experience of marketing will be an advantage.

Skills / Special Requirements:
- Must be conversant with knowledge of IATA rules and regulation.
- Should be able to handle matters relating sales and marketing of cargo.
- Should be computer literate.

Professional Training / Courses:
- Cargo Sales Basic from IATA/PTC
- Customer relation courses.

B. Job Description & Responsibilities:
- Cargo Tariff and Agency Affairs
- Coordination with IATA regarding Cargo agent’s irregularities/Defaults.
- Circulation of IATA Notification to all concerned regarding change of location/Ownership/Financial Status.

C. Job Objectives (If Defined):
A. **Job Specifications:**

<table>
<thead>
<tr>
<th>Educational Qualifications:</th>
<th>Work Experience:</th>
</tr>
</thead>
<tbody>
<tr>
<td>➢ Graduate from recognized institution</td>
<td>➢ Minimum 4 years Airline experience.</td>
</tr>
<tr>
<td>➢ Preference will be given to those holding Master degree in Management/Marketing</td>
<td>➢ Experience of marketing will be an advantage</td>
</tr>
</tbody>
</table>

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<tr>
<th>Skills / Special Requirements:</th>
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<tbody>
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<td>➢ Must be conversant with knowledge of IATA rules and regulation.</td>
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</tr>
<tr>
<td>➢ Should be able to handle matters relating sales and marketing of cargo.</td>
<td>➢ Customer relation courses.</td>
</tr>
<tr>
<td>➢ Should be computer literate.</td>
<td></td>
</tr>
</tbody>
</table>

B. **Job Description & Responsibilities:**

➢ Monitoring of cargo loads on daily basis.

➢ Feedback to Stations and obtaining reasons/justifications regarding flights with under-utilized flights.

➢ Generating reports for higher management on under-utilized flights, in the light of replies from Stations.

C. **Job Objectives (If Defined):**
A. **Job Specifications:**

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<tbody>
<tr>
<td>➢ Second class /B grade graduate from any recognized university.</td>
<td>➢ Minimum 10 years airline experience.</td>
</tr>
<tr>
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<td>➢ Experience of marketing will be an advantage.</td>
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<td>➢ Senior/Middle Management Courses.</td>
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<tr>
<td>➢ Should have analytical skills, decision making power related to market forces and competitors activities to achieve revenue objectives.</td>
<td>➢ Marketing/Sales Courses.</td>
</tr>
<tr>
<td>➢ Should be computer literate.</td>
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B. **Job Description & Responsibilities:**

➢ To prepare marketing plan and evolves sales strategies.

➢ Approval of annual cargo rebate clearance and spot rates, monitoring of station’s performance.

➢ To supervise cargo sales managers on the net work by giving them policy decision from time to time for achieving sales & service standards.

➢ Evolve and monitor implementation of procedures for cargo sales.

➢ To prepare & update cargo sales manual from time to time.

➢ To coordinate with other sections of Cargo Division in order to ensure maximum utilization of available cargo space and secure maximum commercial benefits.

➢ Allocation of space to the station to maximize cargo revenue and optimize capacity utilization.
C. **Job Objectives (if defined):**

- Negotiation of Cargo Special Prorate (SPA) agreements with other airlines.

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- To promote sales functions and develop business.
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<tr>
<td>➢ Second class/B grade graduate from any recognized university.</td>
<td>➢ Minimum 5 years Airline experience.</td>
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<td>➢ Should be computer literate.</td>
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</tbody>
</table>

B. **Job Description & Responsibilities:**

➢ Monitoring of Charges Collect Shipment

➢ Coordination with Stations regarding realization of Charges Collect Shipment

➢ Coordination with Cargo Revenue for any Delay in Realization of C.C Shipment

➢ Coordination with Domestic Station for Govt. Agencies Shipments and Credit Monitoring

➢ Coordination with stations for realization of Charges Correction Advice (CCA) amount from the agents.

➢ Coordination with the stations for booking of Govt. shipments which are on credit list of PIA.

C. **Job Objectives (If Defined):**
A. Job Specifications:

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<tr>
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<tbody>
<tr>
<td>➢ Second class/ B grade graduate from any recognized university.</td>
<td>➢ Minimum 4 years Airline experience.</td>
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<tbody>
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<td>➢ Must be conversant with knowledge of IATA rules and regulation.</td>
<td>➢ Cargo Sales Basic from IATA/PTC</td>
</tr>
<tr>
<td>➢ Should be able to handle matters relating sales and marketing of cargo.</td>
<td>➢ Customer relation courses.</td>
</tr>
<tr>
<td>➢ Should be computer literate.</td>
<td></td>
</tr>
</tbody>
</table>

B. Job Description & Responsibilities:

➢ Domestic flights loads monitoring and report to management on under-utilized flights.

➢ Monitoring and Evaluating Competitors’ Intelligence.

➢ Domestic Cargo Rates evaluation and formulation.

C. Job Objectives (If Defined):

---
A. Job Specifications:

<table>
<thead>
<tr>
<th>Educational Qualifications:</th>
<th>Work Experience:</th>
</tr>
</thead>
<tbody>
<tr>
<td>➢ Second class /B grade graduate from any recognized university.</td>
<td>➢ Minimum 07 years of experience of cargo operations.</td>
</tr>
<tr>
<td>➢ MBA/MPA/MAS degree holder will be preferred.</td>
<td>➢ Additional experience of cargo sales / handling.</td>
</tr>
</tbody>
</table>

<table>
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<tr>
<th>Skills / Special Requirements:</th>
<th>Professional Training / Courses:</th>
</tr>
</thead>
<tbody>
<tr>
<td>➢ Must be computer literate.</td>
<td>➢ Cargo Sales basics.</td>
</tr>
<tr>
<td>➢ Must be conversant with knowledge of IATA rules and regulations.</td>
<td>➢ Middles management courses.</td>
</tr>
</tbody>
</table>

B. Job Description & Responsibilities:

➢ Functionally responsible to GM-Cargo & Administratively to District Manager
➢ Assigning cargo targets to the Sales Promotion Officers
➢ Ensuring the proper implementation of Organizational policies
➢ Monitoring Domestic and International cargo performance on monthly basis.
➢ Regularization of outstanding amounts
➢ Monitoring SPOs’ performance and activities
➢ Developing cargo market plan
➢ To liaise with cargo agents/customers regarding export cargo
➢ Looking after the overall activity of cargo booking office functionally & administratively.
➢ To perform duties if any assigned by DM/GM. Appraisal & Assistance in all marketing and sales activities of the respective area to achieve Sales & Marketing goals.

C. Job Objectives (if defined):
A. Job Descriptions:

**Educational Qualifications:**
- Second class/B grade graduate from any recognized university.
- MBA/MPA/MAS degree holder will be preferred.

**Skills/Special Requirements:**
- Must be computer literate
- Good communication skills

**Work Experience:**
- Minimum 5 year experience of Cargo handling and Sales.

**Professional Training/Courses:**
- Cargo Sales Basic
- DGR
- Middle management courses.

B. Job Description & Responsibilities:

- Functionally & Administratively responsible to Cargo Sales Manager
- Looking after the all activities of domestic cargo & Air Express
- Preparing and monitoring the duty roster of the shifts
- Look after and ensure smooth handling of the functional activities of the incoming and outgoing Dom/Air express cargo.
- Looking after the financial/Revenue documents of domestic and air express.
- Ensure the implementation of SOP & management policy
- Prepare month wise Revenue statement
- Ensure maintenance of all relevant records of the domestic/Air Express
- Any assignment assigned by CSM/ACSM

C. Job Objectives (If Defined):
Job Title: Senior Cargo Officer Sales  
Pay Group: VI  
Reports To: Manager Cargo Sales

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Pay Group</th>
<th>Reports To</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cargo Sales</td>
<td>Head Office</td>
<td>6.2.3.14</td>
</tr>
</tbody>
</table>

A. Job Specifications:

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<th>Educational Qualifications:</th>
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<tbody>
<tr>
<td>➢ Second class /B grade graduate from any recognized university.</td>
<td>➢ Minimum 5 year experience of cargo.</td>
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<td>➢ Additional experience of cargo sales/handling</td>
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<th>Skills / Special Requirements:</th>
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<td>➢ Must be conversant with knowledge of IATA rules and regulations</td>
<td>➢ Middle management course</td>
</tr>
<tr>
<td>➢ Should be able to handle matters relating to sales and marketing of cargo.</td>
<td>➢ Cargo Promotion</td>
</tr>
<tr>
<td>➢ Must be computer literate</td>
<td>➢ Customer relation</td>
</tr>
<tr>
<td>➢ Automation courses.</td>
<td>➢ Dangerous goods regulation</td>
</tr>
<tr>
<td></td>
<td>➢ Advance cargo course from IATA / PTC</td>
</tr>
<tr>
<td></td>
<td>➢ ULD Control</td>
</tr>
</tbody>
</table>

B. Job Description & Responsibilities:

➢ Collection / compilation of cargo uplift data of incoming flights on the network.
➢ Investigation of cargo agents as per instruction of IATA.
➢ Monitoring of incoming flight loads and follows up telexes to stations.
➢ Collection and compilation of Speedex revenue figures on daily basis.
➢ Daily region wise load preparation from backlog sheet for management information.
➢ Load preparation for incoming and outgoing freighters if any.

C. Job Objectives (If Defined):

➢ Collection, compilation of data and coordination with sales office.
A. Job Descriptions:

**Educational Qualifications:**
- Second class/ B grade graduate from any recognized university.
- MBA/MPA/MAS degree holder will be preferred.

**Work Experience:**
- Minimum 5 year experience of Cargo handling and Sales of which at least 02 years should be in Sales Promotions.

**Skills/Special Requirements:**
- Should be able to handle matters relating to clients queries and complaints.
- Must be computer literate
- Good communication skills

**Professional Training /Courses:**
- Customer relation & Sales
- Communication Skills
- Courses in cargo reservation & handling are must

B. Job Description & Responsibilities:

- Supervises the activities and performance of the Sales Promotion Officers and section.
- Ascertain productivity of all selling outlets & commercial accounts including IATA or non IATA agents,
- Assists CSM in preparing action plans for management’s perusal and implementation through Sales Force.
- Maintains a statistical record of performed and expected cargo loads and provides it to field officers to enable them to coordinate it with their action plan for the attainment of market goals.
- Studies International market trends and guides SPOs accordingly.

C. Job Objectives (If Defined):
A. Job Descriptions:

 Educational Qualifications:

- Second class /B grade graduate from any recognized university.
- MBA/MPA/MAS degree holder will be preferred.

 Work Experience:

- Minimum 5 year experience of Cargo handling and Sales of which at least 02 years should be in Sales Promotions.

 Skills/Special Requirements:

- Should be able to coordinate with space control and air cargo center
- Must be computer literate
- Good communication skills

 Professional Training /Courses:

- Cargo Sales Basic
- Live Animal Handling
- Courses in cargo reservation & handling are must

B. Job Description & Responsibilities:

- Planning/booking of Perishable cargo.
- Dealing with Cargo agents for perishable booking
- Maintaining Perishable flight loads
- Study of Perishable cargo and trend analysis.
- Close coordination with cargo operations sections such as Space control , Air cargo Center and PLT Cell.
- Any assignment assigned by CSM/ACSM

C. Job Objectives (If Defined):

- To utilize maximum space on PK Flights for perishable cargo
A. Job Descriptions:

**Educational Qualifications:**
- Second class /B grade graduate from any recognized university.
- MBA/MPA/MAS degree holder will be preferred.

**Work Experience:**
- Minimum 01 year experience of Cargo handling/SALES

**Skills/Special Requirements:**
- Must be computer literate
- Good communication skills

**Professional Training/Courses:**
- Cargo Sales Basic
- DGR
- Live Animal Handling

B. Job Description & Responsibilities:

- Functionally & administratively responsible to Assist. Cargo Sales Manager/Cargo Sales Manager
- Visiting cargo agents and commercial Houses
- Follow up of cargo shipments
- Advising cargo rates to agents
- To meet cargo targets assigned by cargo sales manager
- Attending customer queries regarding rates, booking and flight schedules etc.
- Co-ordination regarding space and cargo acceptance
- Pursing adhoc from Head Office.
- Follow up of outstanding amount

C. Job Objectives (If Defined):
A. **Job Descriptions:**

### Educational Qualifications:
- Second class /B grade graduate from any recognized university.
- MBA/MPA/MAS degree holder will be preferred.

### Work Experience:
- Minimum 05 year experience of Cargo handling/operations

### Skills/Special Requirements:
- Must be computer literate
- Good communication skills

### Professional Training /Courses:
- Cargo Sales Basic
- DGR

B. **Job Description & Responsibilities:**

- Functionally responsible to ACSM/CSM
- Supervision of domestic cargo Booking and delivery activities
- To inspect the parcels and determine cargo contents.
- To monitor cargo booking staff
- To ensure proper applicability of Domestic/Air Express rates
- To ensure proper book keeping of records
- To inform customers regarding incoming parcels
- Maintenances of authority letters against deliveries

C. **Job Objectives (If Defined):**

- To supervise duties effectively and efficiently.
### A. Job Descriptions:

#### Educational Qualifications:
- Second class /B grade graduate from any recognized university.
- MBA/MPA/MAS degree holder will be preferred.

#### Work Experience:
- Minimum 05 year experience of Cargo handling/operations

#### Skills/Special Requirements:
- Must be computer literate
- Good communication skills

#### Professional Training /Courses:
- Cargo Sales Basic
- DGR
- Customer courtesy course

### B. Job Description & Responsibilities:
- Functionally responsible to DUTY OFFICER/ACSM/CSM
- To book domestic shipments/Air Express shipments.
- To attend the customers queries regarding rates, space availability and flight schedule
- To inspect parcel personally at the time of booking
- Preparing outgoing manifest of cargo and check sheet
- Proper applicability of cargo tariff
- To inform customer regarding incoming parcels
- Ensure proper book keeping of record

### C. Job Objectives (If Defined):
- To ensure proper booking and effective utilization of available space on domestic sector.
A. **Job Specifications:**

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</tr>
</thead>
<tbody>
<tr>
<td>➢ Second class /B grade graduate from any recognized university.</td>
<td>➢ Minimum 7 year experience of cargo / IT of which last 2 years should be in a managerial position.</td>
</tr>
<tr>
<td>➢ MBA/MPA/MAS degree holder will be preferred.</td>
<td>➢ Experience of SITA systems.</td>
</tr>
<tr>
<td>➢ Must be conversant with knowledge of IATA rules and regulations.</td>
<td>➢ Should have experience of working in automation team.</td>
</tr>
<tr>
<td>➢ Should be able to handle matters relating to compliance and discrepancies of cargo operations.</td>
<td>➢ Experience of other marketing related services will be an advantage.</td>
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<td>➢ Must be computer literate.</td>
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<td>➢ Computer related courses.</td>
</tr>
</tbody>
</table>

B. **Job Description & Responsibilities:**

➢ To ensure strict compliance to their department/division operational safety and security functions and also ensuring operation are provided with necessary resources

➢ Assist GM Cargo in automation related functions and activities and supervise automation unit.

➢ Coordinate with IT department for automated systems development and implementation.

➢ Coordinate with Cargo Spot system.

➢ Coordinate with outside agencies such as custom department in providing the cargo related data for their PRAL system.

➢ Prepare training schedules and arrange for training for the use of cargo reservation.

➢ Monitor system usage and advice correction in case of diversion from standard procedures.

➢ Monitor HDQ functions of cargo reservation system.

➢ Analysis of new automation requirement.

C. **Job Objectives (if defined):**

To assist and prepare automated systems for cargo handling at network.
A. **Job Specifications:**

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B. **Job Description & Responsibilities:**

➢ Assist GM Cargo in automation related functions and activities and supervise automation unit.

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➢ Coordinate with Cargo Spot system.

➢ Coordinate with outside agencies such as custom department in providing the cargo related data for their PRAL system.

➢ Prepare training schedules and arrange for training for the use of cargo reservation.

➢ Monitor system usage and advice correction in case of diversion from standard procedures.

➢ Monitor HDQ functions of cargo reservation system.

➢ Analysis of new automation requirement.

C. **Job Objectives (if defined):**
A. Job Specifications:

<table>
<thead>
<tr>
<th>Educational Qualifications:</th>
<th>Work Experience:</th>
</tr>
</thead>
<tbody>
<tr>
<td> Second class /B grade graduate from any recognized university.</td>
<td> Minimum 5 year experience of cargo.</td>
</tr>
<tr>
<td> MBA/MPA/MAS degree holder will be preferred.</td>
<td> Additional experience of cargo automation.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Skills / Special Requirements:</th>
<th>Professional Training / Courses:</th>
</tr>
</thead>
<tbody>
<tr>
<td> Must be conversant with knowledge of IATA rules and regulations</td>
<td> Senior/Middle management course</td>
</tr>
<tr>
<td> Should be able to handle matters relating to compliance and discrepancies of cargo operations.</td>
<td> Cargo Basic Sales</td>
</tr>
<tr>
<td> Must be computer literate.</td>
<td> Cargo Promotion</td>
</tr>
</tbody>
</table>

B. Job Description & Responsibilities:

 To monitor activities of cargo automation.

 To liaise with all automated Station

 To appraise Manager Automation regarding System queries/training.

 To supervise Senior Cargo Officer.

 To assist Manager Cargo Automation in automation activities.

 To liaison with all station for shipments tracking and system support.

C. Job Objectives (if defined):

 Monitor cargo automation at automated station ensuring smooth system usage.
A. **Job Specifications:**

<table>
<thead>
<tr>
<th>Educational Qualifications:</th>
<th>Work Experience:</th>
</tr>
</thead>
<tbody>
<tr>
<td>➢ Second class B grade graduate from any recognized university.</td>
<td>➢ Minimum 5 year experience of cargo.</td>
</tr>
<tr>
<td>➢ MBA/MPA/MAS degree holder will be preferred.</td>
<td>➢ Additional experience of cargo automation.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Skills / Special Requirements:</th>
<th>Professional Training / Courses:</th>
</tr>
</thead>
<tbody>
<tr>
<td>➢ Must be conversant with knowledge of IATA rules and regulations</td>
<td>➢ Middle management course</td>
</tr>
<tr>
<td>➢ Should be able to handle matters relating to compliance and discrepancies of cargo operations.</td>
<td>➢ Cargo Promotion</td>
</tr>
<tr>
<td>➢ Must be computer literate.</td>
<td>➢ Customer relation</td>
</tr>
<tr>
<td>➢ Automation courses</td>
<td>➢ Advance cargo course from IATA / PTC</td>
</tr>
<tr>
<td></td>
<td>➢ Cargo Automated Systems</td>
</tr>
</tbody>
</table>

B. **Job Description & Responsibilities:**

➢ Perform all HDQ functions of Cargo Automated System

➢ Investigation of System Errors

➢ System debugging and reporting of errors for corrective action.

➢ Coordinate with System’s Help desk to assist automated stations.

➢ Provide support to user in case of system malfunctioning

➢ Conduct system orientation classes for user.

C. **Job Objectives (if defined):**

➢ Maintenance and updating of master data files of the system.
A. **Job Specifications:**

**Educational Qualifications:**
- Second class B grade graduate from any recognized university.
- MBA/MPA/MAS degree holder will be preferred.

**Work Experience:**
- Minimum 10 years airline experience.
- Experience of marketing will be an advantage.

**Skills / Special Requirements:**
- Thorough Airline industry knowledge.
- Should handle matters relating to compliance/discrepancies & claims related to cargo.
- Should be computer literate.

**Professional Training / Courses:**
- Senior/Middle Management Courses.
- Cargo spot
- Dangerous Goods Regulations.

B. **Job Description & Responsibilities:**

- To ensure strict compliance to their department/division operational safety and security functions and also ensuring operation are provided with necessary resources
- Evolve and monitor implementation of cargo handling procedures.
- Attend customer complaints and resolve the timely.
- Ensure rectification of discrepancies of the network.
- Ensure processing of cargo claims within shortest possible time.
- Develop system for regular monitoring of field operation.
- Coordinate with station / terminals for improvement of service facilities.
- To prepare and update Cargo Handling Manual/Circulars and other reference material.
- Update all stations about the IATA regulations & procedures of cargo handling.
- Negotiate and update Cargo Handling Agreements relating to cargo services.
- Implementation of SMS and HSE in Cargo
C. **Job Objectives (if defined):**

- Effectively manage cargo handling facilities.
- Make cargo handling procedures more efficient and conversant to industry requirements.
- Management and optimum utilization of Cargo Terminal facilities.
- Optimum utilization of available manpower and motivate them for training/rewards.
A. Job Specifications:

**Educational Qualifications:**
- Second class B grade graduate from any recognized university.
- MBA/MPA/MAS degree holder will be preferred.

**Work Experience:**
- Minimum 5 year experience of cargo.
- Additional experience of cargo sales/handling in airline industry will be beneficial.

**Skills / Special Requirements:**
- Must be conversant with knowledge of IATA rules and regulations
- Should be able to handle matters relating to compliance and discrepancies of cargo operations.
- Must be computer literate
- Automation courses.

**Professional Training / Courses:**
- Middle management course
- Cargo Promotion
- Customer relation
- Dangerous goods regulation
- Advance cargo course from IATA / PTC
- Live Animal Regulations

B. Job Description & Responsibilities:

- Handling all claims cases domestic and international.
- Coordinating with legal department and attending to court cases.

C. Job Objectives (If Defined):

- To settle cargo claims in accordance with contract of carriage.
Job Title: Assistant Manager Cargo Operations Complaints
Pay Group: VII
Reports To: DGM Cargo Operations

Section: Cargo Operations
Location: Head Office
Job Reference No.: 6.2.5.2

A. Job Specifications:

Educational Qualifications:
- Second class B grade graduate from any recognized university.
- MBA/MPA/MAS degree holder will be preferred.

Work Experience:
- Minimum 5 year experience of cargo.
- Additional experience of cargo sales/handling in airline industry will be beneficial.

Skills / Special Requirements:
- Must be conversant with knowledge of IATA rules and regulations
- Should be able to handle matters relating to compliance and discrepancies of cargo operations.
- Must be computer literate
- Automation courses.

Professional Training / Courses:
- Middle management course
- Cargo Promotion
- Customer relation
- Dangerous goods regulation
- Advance cargo course from IATA / PTC
- LAR
- Cargo handling procedures

B. Job Description & Responsibilities:

- Monitoring of diplomatic mail.
- Monitoring of postal mail.
- To look after terminal facilities and process CS for infrastructure development and equipment procurement.
- To handle investigation cases and correspondence with MIS, security, vigilance regarding reports received from these sections/departments.
- To coordinate with flight operations department and handle de-briefs. To handle investigations/correspondence.
- To deal with all disciplinary cases(domestic/international)

C. Job Objectives (If Defined):

- To monitor and resolve discrepancies and to handle all complaints effectively.
A. **Job Specifications:**

<table>
<thead>
<tr>
<th>Educational Qualifications:</th>
<th>Work Experience:</th>
</tr>
</thead>
<tbody>
<tr>
<td>➢ Second class B grade graduate from any recognized university.</td>
<td>➢ Minimum 10 years airline experience.</td>
</tr>
<tr>
<td>➢ MBA/MPA/MAS degree holder will be preferred.</td>
<td>➢ Experience of marketing will be an advantage.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Skills / Special Requirements:</th>
<th>Professional Training / Courses:</th>
</tr>
</thead>
<tbody>
<tr>
<td>➢ Thorough Airline industry knowledge.</td>
<td>➢ Senior/Middle Management Courses.</td>
</tr>
<tr>
<td>➢ Should handle matters relating to compliance/discrepancies &amp; claims related to cargo.</td>
<td>➢ Marketing/Sales Courses.</td>
</tr>
<tr>
<td>➢ Should be computer literate.</td>
<td></td>
</tr>
</tbody>
</table>

B. **Job Description & Responsibilities:**

➢ To ensure strict compliance to their department/division operational safety and security functions and also ensuring operation are provided with necessary resources.
➢ Evolve and monitor implementation of cargo handling procedures.
➢ Attend customer complaints and resolve the timely.
➢ Ensure rectification of discrepancies of the network.
➢ Ensure processing of cargo claims within shortest possible time.
➢ Develop system for regular monitoring of field operation.
➢ Coordinate with station / terminals for improvement of service facilities.
➢ To prepare and update Cargo Handling Manual/Circulars and other reference material.
➢ Update all stations about the IATA regulations & procedures of cargo handling.
➢ Negotiate and update Cargo Handling Agreements relating to cargo services.

C. **Job Objectives (If Defined):**
A. **Job Specifications:**

<table>
<thead>
<tr>
<th>Educational Qualifications:</th>
<th>Work Experience:</th>
</tr>
</thead>
<tbody>
<tr>
<td>2nd class/ B Grade Masters degree in Economics/ Statistics/ Administrative Sciences.</td>
<td>10 years Airline/Marketing experience.</td>
</tr>
<tr>
<td>MBA /MPA/MAS will be given preference</td>
<td>Substantial Standards Audit experience will be an advantage</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Skills / Special Requirements:</th>
<th>Professional Training / Courses:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Should be computer Literate.</td>
<td>Courses related to Quality/Safety Audits.</td>
</tr>
<tr>
<td>Should have analytical skills to go through Quality/ Safety audits.</td>
<td>Cargo sales Basic/Advance.</td>
</tr>
<tr>
<td></td>
<td>DGR Course.</td>
</tr>
</tbody>
</table>

B. **Job Description & Responsibilities:**

- Assisting in preparation of Audits.
- Assisting all cargo section in closing non-conformance reports.
- Assisting all Cargo Sections in compliance of Standards/Audits.

C. **Job Objectives (If Defined):**
A. Job Specifications:

**Educational Qualifications:**
- Second class B grade graduate from any recognized university.
- MBA/MPA/MAS degree holder will be preferred.

**Work Experience:**
- Minimum 10 Years Airline Cargo Marketing experience.

**Skills / Special Requirements:**
- Should be computer literate/Microsoft.
- Handle matters relating to cargo operations in export/import & Domestic area and decision making power.
- Conversant with knowledge of IATA rules and regulations regarding all type of cargo shipments.

**Professional Training / Courses:**
- Cargo Basic/Intermediate/Advance course
- Customer relation Courses.
- DGR / LAR
- Handling Perishable shipments

B. Job Description & Responsibilities:

- Develop and monitor Implementation of SOP for Cargo Shipments of all kind.
- Monitoring import / Export activities of cargo shipments at PK based stations.
- Monitor implementation of procedures for Import / Export cargo at Airports.
- Attend customer complaints and resolve timely.
- Ensure rectification of discrepancies of the network.
- To supervise Sr. Cargo Officer Export / Sr. Cargo Officer Import for smooth handling of transit shipments (including diplomatic/post office mail).
- Assist to network regarding Postal Mail/Dip mail and get the matter resolved by intervening if any station is not responding to the queries of origin station.
- Obtain reports regarding Cargo mishandling i.e. Pilferage/theft/damage/delay as and when complain is received directly from complainant or through higher Management and put up the report in the light facts received from all concerned station. If necessary the matter may be referred to security for investigation.

C. Job Objectives (if defined):
Job Title: Sr. Officer Export  
Pay Group: VI  
Reports to: Assistant Manager Export/Import

<table>
<thead>
<tr>
<th>Section</th>
<th>Location</th>
<th>Job Reference No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cargo Operations</td>
<td>Head Office, Karachi</td>
<td>6.2.5.6</td>
</tr>
</tbody>
</table>

A. Job Specifications:

**Educational Qualifications:**
- Second class B grade graduate from any recognized university.
- MBA/MPA/MAS degree holder will be preferred.

**Work Experience:**
- Minimum 05 Years Airline Cargo handling experience.

**Skills / Special Requirements:**
- Should be computer literate.
- Handle matters relating to cargo operations in export area.
- Conversant with knowledge of IATA rules and regulations regarding export of all type of cargo shipments

**Professional Training / Courses:**
- Cargo basic / Intermediate / advanced course
- Customer relation Courses.
- DGR / LAR
- Handling Perishable shipments

B. Job Description & Responsibilities:

- Supervise the implementation of SOP developed by head Office for all kind of Cargo Export shipments
- Supervise Export activities of cargo shipments at PK based stations.
- Make sure implementation of IATA procedures for Export cargo at Airports.
- Help to resolve customer complaints timely.
- To supervise smooth handling of transit shipments (including diplomatic/post office mail).

C. Job Objectives (if defined):
A. Job Specifications:

**Educational Qualifications:**
- Second class B grade graduate from any recognized university.
- MBA/MPA/MAS degree holder will be preferred.

**Work Experience:**
- Minimum 05 Years Airline experience of Cargo handling.

**Skills / Special Requirements:**
- Should be computer literate.
- Handle matters relating to cargo operations in import area.
- Conversant with knowledge of IATA rules and regulations regarding all type of cargo shipments.

**Professional Training / Courses:**
- Customer relation Courses.
- DGR / LAR
- Handling Perishable shipments

B. Job Description & Responsibilities:
- Monitoring import activities of cargo shipments at PK based stations.
- Make sure implementation of procedures for Import cargo at Airports.
- Help to resolve customer complaints timely.
- To supervise smooth handling of transit shipments (including diplomatic/post office mail).
- To check all incoming shipments are fed in system for clearance through PRAL system

C. Job Objectives (if defined):
A. Job Specifications:

Educational Qualifications:
- Second class B grade graduate from any recognized university.
- MBA/MPA/MAS degree holder will be preferred.

Work Experience:
- Minimum 10 Years Airline experience.

Skills / Special Requirements:
- Best communication power in foreign languages i.e. English
- Should be computer literate.
- Conversant with knowledge of IATA rules and regulations regarding all type of cargo handling agreements.

Professional Training / Courses:
- Customer relation Courses.
- Initial / Middle Management courses

B. Job Description & Responsibilities:

- To ensure all terms & conditions especially pertaining provision of services are covered in the formation of the agreement.
- To ensure agreement is renewed or new agreement is executed before the expiry of the previous agreement.
- To mold the agreement more economical and in the interest of the corporation.
- To monitor the all the agreements and determine if any amendment/changes are required with the passage of time.
- To keep all agreements and related record updated.
- To monitor and ensure terminal facilities are as per IATA Standards

C. Job Objectives (if defined):
A. **Job Specifications:**

<table>
<thead>
<tr>
<th>Educational Qualifications:</th>
<th>Work Experience:</th>
</tr>
</thead>
<tbody>
<tr>
<td>➢ Graduate from recognized institution.</td>
<td>➢ Minimum 03 Years Airline experience.</td>
</tr>
<tr>
<td>➢ Preference will be given to those holding Master degree.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Skills / Special Requirements:</th>
<th>Professional Training / Courses:</th>
</tr>
</thead>
<tbody>
<tr>
<td>➢ Should be computer literate.</td>
<td>➢ Customer relation Courses.</td>
</tr>
<tr>
<td>➢ Conversant with knowledge of IATA rules and regulations regarding all type of cargo shipments.</td>
<td>➢ Initial / Middle Management courses</td>
</tr>
<tr>
<td></td>
<td>➢ Negotiation skills</td>
</tr>
</tbody>
</table>

B. **Job Description & Responsibilities:**

➢ To assist the Reporting Officer in preparation for the execution of the agreements.

➢ To monitor the agreement and determine if any amendment/changes are required.

➢ To keep all agreements and related record updated.

C. **Job Objectives (If Defined):**
### Job Title
Manager Cargo Complex

### Pay Group
VIII / IX

### Reports to
DGM Cargo Operations

### Section
Cargo

### Location
Cargo Complex

### Job Reference No.
6.2.5.10

## A. Job Specifications:

### Educational Qualifications:
- Second class / B grade graduate from any recognized university.
- MBA/MPA/MAS degree holder will be preferred.

### Work Experience:
- Minimum 15 years airline experience.
- Experience of Cargo will be an advantage.

### Skills / Special Requirements:
- Thorough Airline industry knowledge.
- Should handle matters relating to compliance/discrepancies & claims related to cargo.
- Should be computer literate.

### Professional Training / Courses:
- Senior/Middle Management Courses.
- Basic/Advance cargo course from IATA / PTC
- Cargo spot
- Dangerous Goods Regulations

## B. Job Description & Responsibilities:

- To ensure strict compliance to their department/division operational safety and security functions and also ensuring operations are provided with necessary resources.
- To supervise all CTMs/ATMs for effective utilization of cargo space, distribution of cargo, smooth handling of transit shipments (including diplomatic/post office mail).
- Monitor implementation of cargo handling procedures.
- Planning, evaluation, guidance and implementation of all cargo operational and administrative functions.
- Liaison with all operational units at airport (Airport Services/Engineering/Flight Operations) concerning cargo related activities.
- Coordinate with other agencies like Custom, ASF, CAA regarding cargo handling activities and terminal facilities.
- Ensure timely replacement of old equipments and plan for budgetary allocations for capitalization of assets used at the airport for operational functions.
- Responsible for implementation of SMS and HEC at Cargo Complex
- Accountable to GM Cargo & Speedex in implementation of SMS and HSE.
C. **Job Objectives (if defined):**

- Effectively manage cargo handling facilities at the Cargo Complex.
- Implementation of cargo handling procedures efficiently and effectively.
- Optimum utilization of cargo terminal facilities and manpower.
A. **Job Specifications:**

<table>
<thead>
<tr>
<th>Educational Qualifications:</th>
<th>Work Experience:</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Second class / B grade graduate from any recognized university.</td>
<td>- Minimum 5 year experience of cargo operation.</td>
</tr>
<tr>
<td>- MBA/MPA/MAS degree holder will be preferred.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Skills / Special Requirements:</th>
<th>Professional Training / Courses:</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Must be conversant with knowledge of IATA rules and regulations.</td>
<td>- Cargo Basic Sales</td>
</tr>
<tr>
<td>- Should be able to handle matters relating to compliance and discrepancies of cargo operations.</td>
<td>- Customer Relations</td>
</tr>
<tr>
<td>- Must be computer literate.</td>
<td>- Dangerous Goods Regulations</td>
</tr>
</tbody>
</table>

B. **Job Description & Responsibilities:**

- To look after administrative functions.
- To monitor the vehicle/equipment maintenance and repairs in coordination with Motor Transport /TGS.
- To maintain record of vehicles/ furniture/ Office equipment.
- To procure / issue stationary items for use in Cargo Complex.
- To raise CS for financial approval of recurrent expenditures of Cargo Complex.
- To assist CTM/MCC for matter relating Cargo Budgets/ Operational requirements.
- To supervise Cargo Officers and Cargo Supervisors.

C. **Job Objectives (If Defined):**

- Looking after all cargo related administrative functions at the station and procurement of stores, stationary and equipment.
Job Title | Pay Group | Reports to
---|---|---
Manager Air Cargo Centre | VIII | Manager Cargo Complex

<table>
<thead>
<tr>
<th>Section</th>
<th>Location</th>
<th>Job Reference No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cargo</td>
<td>Cargo Comp.</td>
<td>6.2.5.12</td>
</tr>
</tbody>
</table>

A. **Job Specifications:**

<table>
<thead>
<tr>
<th>Educational Qualifications:</th>
<th>Work Experience:</th>
</tr>
</thead>
<tbody>
<tr>
<td>➢ Second class B grade graduate from any recognized university.</td>
<td>➢ Minimum 5 year experience of cargo.</td>
</tr>
<tr>
<td>➢ MBA/MPA/MAS degree holder will be preferred.</td>
<td>➢ Additional experience of cargo sales / handling.</td>
</tr>
<tr>
<td></td>
<td>➢ Conversant with local custom required events.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Skills / Special Requirements:</th>
<th>Professional Training / Courses:</th>
</tr>
</thead>
<tbody>
<tr>
<td>➢ Must be conversant with knowledge of IATA rules and regulations</td>
<td>➢ Senior/Middle management course</td>
</tr>
<tr>
<td>➢ Should be able to handle matters relating to customer and import / export requirement.</td>
<td>➢ Cargo Basic Sales</td>
</tr>
<tr>
<td>➢ Must be computer literate</td>
<td>➢ Cargo Promotion</td>
</tr>
<tr>
<td>➢ Automation courses</td>
<td>➢ Customer relation</td>
</tr>
<tr>
<td></td>
<td>➢ Dangerous goods regulation</td>
</tr>
<tr>
<td></td>
<td>➢ Advance cargo course from IATA / PTC</td>
</tr>
</tbody>
</table>

B. **Job Description & Responsibilities:**

➢ To ensure strict compliance to their department/division operational safety and security functions and also ensuring operation are provided with necessary resources

➢ Functionally responsible to MCC

➢ In charge Air Cargo Centre.

➢ To look after the daily booking of intake of dry cargo/perishable/courier booking.

➢ To get prepared the daily intake figures for MCC / head office.

➢ To look after the daily import shipments documents/delivery orders.

➢ To deal with customers/cargo agents.

➢ To look after supervisor the load plan/booking advised by cargo sales manager (CSM).

➢ To implement the cargo acceptance plan.space allocation advised by KHIFAPK.

➢ To arrange final figure of revenue cargo daily/monthly to head office.
 To coordinate with space control for planning of booked shipment.
 To liaise with cargo agents/customer regarding export cargo.
 To issue realize CCA for the outstanding amounts.
 Any other assignment entrusted by MCC.
 To accept cargo ensuring completion of all import / export documentation requirement.

C. Job Objectives (if defined):
Job Title: Assistant Manager Air Cargo Centre  
Pay Group: VII  
Reports To: Manager Air Cargo Center  
Section: MCC / CTM  
Location: Cargo Complex  
Job Reference No.: 6.2.5.13

A. Job Specifications:

**Educational Qualifications:**
- Second class / B grade graduate from any recognized university.
- MBA/MPA/MAS degree holder will be preferred.

**Work Experience:**
- Minimum 5 year experience of cargo.
- Additional experience of cargo sales / handling.

**Skills / Special Requirements:**
- Must be conversant with knowledge of IATA rules and regulations.
- Should be able to handle matters relating to customer and import / export requirement.
- Must be computer literate.
- Conversant with local custom required events.

**Professional Training / Courses:**
- Senior/Middle management course
- Cargo Basic Sales
- Cargo Promotion
- Customer relation
- Dangerous goods regulation
- Advance cargo course from IATA / PTC
- Automation courses

B. Job Description & Responsibilities:
- To assistant in charge Air Cargo Centre.
- To look after the daily booking of intake of dry cargo/perishable/courier booking.
- To check the daily intake figures for manager Acc / Head office.
- To look after the daily import shipments documents/delivery orders issued in the shift.
- To deal with customers/cargo agents.
- To look after /supervisor the load plan/booking advised by Cargo Sales Manager (CSM).
- To implement the cargo acceptance plan/space allocation advised by KHIFAPK.
- To arrange final figure of revenue cargo daily/monthly when required by the Head office.
C. Job Objectives (if defined):

- To coordinate with space control for planning of booked shipment.
- To liaise with cargo agents/customer regarding export cargo.
- To monitor proper issuance of CCA’s and to coordinates with CSM Office accordingly.
A. Job Specifications:

<table>
<thead>
<tr>
<th>Educational Qualifications:</th>
<th>Work Experience:</th>
</tr>
</thead>
<tbody>
<tr>
<td>➢ Second class B grade graduate from any recognized university.</td>
<td>➢ Minimum 08 year experience of cargo.</td>
</tr>
<tr>
<td>➢ MBA/MPA/MAS degree holder will be preferred.</td>
<td>➢ Fully conversant with import / custom procedure.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Skills / Special Requirements:</th>
<th>Professional Training / Courses:</th>
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<tbody>
<tr>
<td>➢ Must be conversant with knowledge of IATA rules and regulations</td>
<td>➢ Senior/middle management course</td>
</tr>
<tr>
<td>➢ Should be able to handle matters relating to compliance and discrepancies of cargo operations.</td>
<td>➢ Customer relation</td>
</tr>
<tr>
<td>➢ Must be computer literate.</td>
<td>➢ Dangerous goods regulation</td>
</tr>
<tr>
<td>➢ Local custom / import regulations.</td>
<td>➢ Advance cargo course from IATA / PTC</td>
</tr>
<tr>
<td></td>
<td>➢ Live animal regulation</td>
</tr>
</tbody>
</table>

B. Job Description & Responsibilities:

➢ To ensure strict compliance to their department/division operational safety and security functions and also ensuring operation are provided with necessary resources

➢ Overall in charge of all import/administrative functions of import cell.

➢ To look after the import assignment destined to Pakistan and transshipment to intl. Network.

➢ To ensure uplift of back log for upcountry arriving from various destinations.

➢ To ensure all incoming shipment are fed in system for clearance through PRAL system required by Custom officials.

➢ To maintain liaison with import shifts / ACC / AFU / Grill concerning matters of import shipment.

➢ To supervise the AFU / Grill functions.

➢ To liaise with custom for transshipment and amendments of any charges on import documents/shipment from AFU to Grill vice versa.
 To ensure valuable/attractive items are protected and securely deposited in import/Grill storing room.
 To look after all international import, arrange distribution of cargo for delivery and manage transshipments.
 Implementation of SMS and HEC in Cargo Import.

C. **Job Objectives (if defined):**

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Job Reference No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cargo Terminal Manager (Import)</td>
<td>6.2.5.14</td>
</tr>
</tbody>
</table>
A. Job Specifications:

<table>
<thead>
<tr>
<th>Educational Qualifications:</th>
<th>Work Experience:</th>
</tr>
</thead>
<tbody>
<tr>
<td>➢ Second class / B grade graduate from any recognized university.</td>
<td>➢ Minimum 5 year experience of cargo.</td>
</tr>
<tr>
<td>➢ MBA/MPA/MAS degree holder will be preferred.</td>
<td>➢ Additional experience of cargo sales/handling</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Skills / Special Requirements:</th>
<th>Professional Training / Courses:</th>
</tr>
</thead>
<tbody>
<tr>
<td>➢ Must be conversant with knowledge of IATA rules and regulations</td>
<td>➢ Senior/Middle management course</td>
</tr>
<tr>
<td>➢ Should be able to handle matters relating to compliance and discrepancies of cargo operations.</td>
<td>➢ Cargo Basic Sales</td>
</tr>
<tr>
<td>➢ Must be computer literate</td>
<td>➢ Cargo Promotion</td>
</tr>
</tbody>
</table>

B. Job Description & Responsibilities:

➢ To monitor operation activities of import cell / pallet cell / warehouse.
➢ To liaise with ULD control concerning pallets / ULDs.
➢ To appraise CTM / MCC regarding discharge of cargo on flights.
➢ To supervise import shift activities.
➢ To liaise with air cargo centre/import cell for shipments booked for immediate connection.
➢ To assist CTM in operational activities of export cargo.

C. Job Objectives (If Defined):

➢ Monitor cargo imports at terminal ensuring its efficient connection / distribution.
A. **Job Specifications:**

<table>
<thead>
<tr>
<th>Educational Qualifications:</th>
<th>Work Experience:</th>
</tr>
</thead>
<tbody>
<tr>
<td>➢ Second class / B grade graduate from any recognized university.</td>
<td>➢ Minimum 5 year experience of cargo operation.</td>
</tr>
<tr>
<td>➢ MBA/MPA/MAS degree holder will be preferred.</td>
<td>➢ Fully conversant with import / custom procedure.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Skills / Special Requirements:</th>
<th>Professional Training / Courses:</th>
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</thead>
<tbody>
<tr>
<td>➢ Must be conversant with knowledge of IATA rules and regulations.</td>
<td>➢ Cargo Basic Sales</td>
</tr>
<tr>
<td>➢ Should be able to handle matters relating to compliance and discrepancies of cargo operations.</td>
<td>➢ Customer Relations</td>
</tr>
<tr>
<td>➢ Must be computer literate.</td>
<td>➢ Dangerous Goods Regulations</td>
</tr>
<tr>
<td>➢ Local custom / import regulations.</td>
<td>➢ Computer based Training Programs</td>
</tr>
</tbody>
</table>

B. **Job Description & Responsibilities:**

➢ Overall In-charge of Air Freight Unit/Grill and custodian of PIA / other Airlines Import shipments.

➢ To look after the operational function of AFU/Grill.

➢ To ensure daily uplift of Import Cargo from Import Cell against Arrival summaries of Flights and proper stacking in bonded warehouse.

➢ To ensure safe custody and deposit of cargo consignments in AFU/Custom Warehouse.

➢ To arrange transfer of un-accompanied baggage to custom grill.

➢ To ensure proper record of Deposited shipments in AFU/Grill Register will visible IGM/ Index No.
To ensure realization of Warehouse charges against shipment as per laid down procedure.

To liaise and guide the customers for clearance of shipments.

To coordinate with Pak Customs for examination of shipment in AFU/Grill.

To ensure issuance of gate passes for customers consignment duty cleared by customs.

To ensure that all AWBs of incoming shipments are fed in system as per PRAL/Custom requirement.

To supervise Cargo Officers, Cargo Supervisors and Cargo Assistants.

C. Job Objectives (If Defined):

To arrange delivery of imported cargo and passenger personal baggage.
Job Title: Cargo Terminal Manager (Export)
Pay Group: VIII
Reports to: Manager Cargo Complex

Section: Cargo
Location: Cargo Complex
Job Reference No.: 6.2.5.17

A. Job Specifications:

Educational Qualifications:
- Second class B grade graduate from any recognized university.
- MBA/MPA/MAS degree holder will be preferred.

Work Experience:
- Minimum 08 year experience of cargo.

Skills / Special Requirements:
- Must be conversant with knowledge of IATA rules and regulations
- Should be able to handle matters relating to compliance and discrepancies of cargo operations.
- Must be computer literate

Professional Training / Courses:
- Senior/middle management course
- Customer relation
- Dangerous goods regulation
- Live animal regulation

B. Job Description & Responsibilities:

- To ensure strict compliance to their department/division operational safety and security functions and also ensuring operation are provided with necessary resources
- To look after entire operation activities of export cargo.
- To look after DCT functions, warehousing, pallet cell, P.O. Mail.
- To coordinate with space control and export shifts for load plan and dispatch of export cargo.
- To get prepared reports/statements of cargo revenue/short falls, discrepancies and uplift of cargo.
- To deal/assist manager cargo
- complex in administration and financial matters of cargo complex.
- To appraise MCC / G.M cargo regarding cargo function
- Monitoring all cargo related activities at the station ensuring that the management is always in picture of industry trends.
- Implementation of SMS and HSEC at Cargo Complex.

C. Job Objectives (if defined):
A. Job Specifications:

**Educational Qualifications:**

- Second class / B grade graduate from any recognized university.
- MBA/MPA/MAS degree holder will be preferred.

**Work Experience:**

- Minimum 5 year experience of cargo.
- Additional experience of cargo handling procedures

**Skills / Special Requirements:**

- Must be conversant with knowledge of IATA rules and regulations.
- Should be able to handle matters relating to compliance and discrepancies of cargo operations.
- Must be computer literate
- Automation courses

**Professional Training / Courses:**

- Senior/Middle management course
- Cargo Basic Sales
- Cargo Promotion
- Customer relation
- Dangerous goods regulation
- Advance cargo course from IATA / PTC
- LAR

B. Job Description & Responsibilities:

- To monitor operation activities of export cell/pallet cell/warehouse.
- To liaise with ULD control concerning pallets/ULDs.
- To coordinate with space control for planned shipments/priority shipments.
- To appraise CTM / MCC regarding uplift of cargo on flights.
- To supervise export shift activities.
- To liaise with air cargo centre/import cell for shipments booked for immediate connection.
- To assist CTM in operational activities of export cargo.

C. Job Objectives (If Defined):

- Monitoring all cargo operations at the terminal ensuring the efficient utilization of space / cargo allocations.
Job Title

Assistant Cargo Terminal Manager Export

Pay Group

VII

Reports To

Cargo Terminal Manager

Section

MCC / CTM

Location

Export Cell

Job Reference No.

6.2.5.19

A. Job Specifications:

Educational Qualifications:

- Second class / B grade graduate from any recognized university.
- MBA/MPA/MAS degree holder will be preferred.

Work Experience:

- Minimum 5 year experience of cargo operation.

Skills / Special Requirements:

- Must be conversant with knowledge of IATA rules and regulations.
- Should be able to handle matters relating to compliance and discrepancies of cargo operations.
- Must be computer literate.

Professional Training / Courses:

- Cargo Basic Sales
- Customer Relations
- Dangerous Goods Regulations
- Computer based Training Programs
- Initial/Middle Management
- ULD Control
- Live Animal Regulations

B. Job Description & Responsibilities:

- In-charge of shift functions.
- To supervise/monitor all cargo operational function of flights departing during shift hours.
- To allocate duties of staff/cargo attendants as per flight schedule.
- To ensure and monitor the planed shipments for dispatch on flights as per PFM.
- To ensure priorities of cargo for dispatch Dip Mails/Human Eyes/AOGs.
- To monitor the perishables/Live Stock loading on A/C.
- To liaise with load control and GOC for PLA/PLU and space control.
- To ensure positioning of freight of flights on time to shipside.
To supervise loading of Combi/Freighter flights with priority of cargo.

To manage ULDs required for perishable during night and unitization.

To co-ordinate with Domestic Cargo on DCT flights submit shift activity report and operational activities report to MCC/Head Office.

To supervise DGR movement and loading on A/C.

To supervise Cargo Officers, Cargo Supervisors and Cargo Assistants.

C. Job Objectives (If Defined):

To manage all operational activities of International flights.
A. **Job Specifications:**

<table>
<thead>
<tr>
<th>Educational Qualifications:</th>
<th>Work Experience:</th>
</tr>
</thead>
<tbody>
<tr>
<td>➢ Second class / B grade graduate from any recognized university.</td>
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<td>➢ MBA/MPA/MAS degree holder will be preferred.</td>
<td></td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Skills / Special Requirements:</th>
<th>Professional Training / Courses:</th>
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</thead>
<tbody>
<tr>
<td>➢ Must be conversant with knowledge of IATA /CAA rules and regulations.</td>
<td>➢ Cargo Basic Sales.</td>
</tr>
<tr>
<td>➢ Should be able to handle matters relating to compliance and discrepancies of cargo operations.</td>
<td>➢ Dangerous Goods Regulations.</td>
</tr>
<tr>
<td>➢ Must be computer literate.</td>
<td>➢ Live Animal Regulations.</td>
</tr>
</tbody>
</table>

B. **Job Description & Responsibilities:**

➢ To ensure strict compliance to their department/division operational safety and security functions and also ensuring operation are provided with necessary resources

➢ To ensure inventory of Warehouse, including cold storage / deep freezer on regular basis.

➢ To arrange receipt of intake through C & F.

➢ Shipments to be stacked according to destination.

➢ Shipments of carriers other than PIA to be organized/stacked properly in specific/separate area.

➢ Separate area should be allocated for DGR Cargo with proper labels and identity.

➢ To arrange receipt/stacking of transit cargo from Import and upcountry.

➢ All unserviceable/damaged ULDs should be removed from Warehouse.

➢ All attractive shipments should be kept/ lying in security charge.

➢ Small shipments should be kept inn separate area to avoid not traceable at the time of dispatch.
C. Job Objectives (If Defined):

- To supervise all Warehouse activities and housekeeping.

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Job Reference No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Duty Office Warehouse</td>
<td>6.2.5.20</td>
</tr>
</tbody>
</table>
### A. Job Specifications:

<table>
<thead>
<tr>
<th>Educational Qualifications:</th>
<th>Work Experience:</th>
</tr>
</thead>
<tbody>
<tr>
<td>➢ Second class / B grade graduate from any recognized university.</td>
<td>➢ Minimum 5 year experience of cargo operation.</td>
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<th>Skills / Special Requirements:</th>
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<td>➢ Must be conversant with knowledge of IATA/CAA rules and regulations.</td>
<td>➢ Cargo Basic/Advance Sales.</td>
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<td>➢ Should be able to handle matters relating to compliance and discrepancies of cargo operations.</td>
<td>➢ Dangerous Goods Regulations.</td>
</tr>
<tr>
<td>➢ Must be computer literate.</td>
<td>➢ ULD Control</td>
</tr>
<tr>
<td></td>
<td>➢ Live Animal Regulations.</td>
</tr>
<tr>
<td></td>
<td>➢ Initial Management Course</td>
</tr>
<tr>
<td></td>
<td>➢ Safety onboard</td>
</tr>
</tbody>
</table>

### B. Job Description & Responsibilities:

- ➢ To ensure that all the Pallets/Containers utilized for cargo are free from all visible damages (dents/cuts).
- ➢ Duty allocation/distribution of flights for preparation of load as per PFM provided by Space Control.
- ➢ To utilize available manpower in effective manner for the preparation of pallets/containers well in time.
- ➢ To liaise with Drivers/ULD Cell/Dy. CTM (OPN) for empty pallets/containers.
- ➢ To coordinate with Space Control/ACC/Export Shifts for planned shipments/load/priority shipments and optimum utilization of space available on flights.
- ➢ To ensure proper palletization including shape/height/secured/covered with polythene/lashing/WT limits/tagging etc.
- ➢ Timely handing over ULD details to Export Shift for manifestation.
- ➢ To apprise Dy. CTM OPN/CTM regarding uplift of cargo and all relevant matter.
- ➢ To return damaged container/pallets to “ULD Repair Shop” for necessary repair immediately upon receipt.
To coordinate with ACC/Import Cell for immediate connections.

C. **Job Objectives (If Defined):**

- To monitor all operational activities of pallet cell.
A. Job Specifications:

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>➢ Second class / B grade graduate from any recognized university.</td>
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</tr>
<tr>
<td>➢ Should be able to handle matters relating to compliance and discrepancies of cargo reservation / handling.</td>
<td>➢ Dangerous Goods Regulations.</td>
</tr>
<tr>
<td>➢ Must be computer literate.</td>
<td>➢ Live Animal Regulations.</td>
</tr>
<tr>
<td></td>
<td>➢ Customer Relation.</td>
</tr>
</tbody>
</table>

B. Job Description & Responsibilities:

➢ To supervise all activities of P. O Mail.

➢ To ensure that all mail accepted meets the security/regulatory requirements.

➢ To Coordinate with Postal Authorities and concerned embassies.

➢ To Coordinate with Head Office/Export Wing/Import Wing/Space Control for smooth function of P. O. Mail Section.

➢ Monitoring of handling of mail specially U. S. Military Mail, transfer of other carrier.

➢ Correspondence with Postal Authorities and other station regarding P. O. Mail movement discrepancies etc.

➢ Any other job assignment by CTM/MCC/Head Office.

➢ To apprise CTM/MCC/Head Office about P. O. Mail Section.

C. Job Objectives (If Defined):
A. Job Specifications:

<table>
<thead>
<tr>
<th>Educational Qualifications:</th>
<th>Work Experience:</th>
</tr>
</thead>
<tbody>
<tr>
<td>➢ Second class B grade graduate from any recognized university.</td>
<td>➢ Minimum 7 year experience of cargo of which last 2 years should be in a managerial position.</td>
</tr>
<tr>
<td>➢ MBA/MPA/MAS degree holder will be preferred.</td>
<td>➢ Experience of passenger sales, reservations and other marketing / service functions related to aviation will be advantage.</td>
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<th>Skills / Special Requirements:</th>
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<tr>
<td>➢ Must be conversant with knowledge of IATA rules and regulations</td>
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</tr>
<tr>
<td>➢ Must be computer literate.</td>
<td>➢ Dangerous goods regulation</td>
</tr>
</tbody>
</table>

B. Job Description & Responsibilities:

➢ To ensure strict compliance to their department/division operational safety and security functions and also ensuring operation are provided with necessary resources

➢ To look after the functions of PIA space control and to ensure that PIA’s cargo space control policy in being implemented.

➢ Ensure optimum utilization of all resources available with the section.

➢ Identify human resource and equipment requirements of the section, and initiate case of procurement of same.

➢ Ensure smooth planning function in order to achieve optimal utilization of cargo space on PK flights.

➢ Maintain close liaison with head office and sale office in PIA network.

➢ Ensure implementation of PIA head office instructions given from time to time.

➢ To find alternate disposal for cargo received for destination/sector not covered by PIA.

➢ To establish appropriate interline contacts with other airlines.
C. **Job Objectives (if defined):**

- To carry out any other assignment given by the management.
- To ensure that the capacity is utilized judiciously at optimum levels.
- Coordinate with all stations for distribution of allocations on flights and to monitor space control activities of the network for compliance with head office instructions.
A. Job Specifications:

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<tr>
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</tr>
<tr>
<td>➢ Must be computer literate.</td>
<td>➢ Dangerous goods regulation</td>
</tr>
<tr>
<td></td>
<td>➢ Advance cargo course from IATA / PTC</td>
</tr>
</tbody>
</table>

B. Job Description & Responsibilities:

➢ To look after the functions of PIA space control and to ensure that PIA’s cargo space control policy in being implemented.

➢ Ensure optimum utilization of all resources available with the section.

➢ Identify human resource and equipment requirements of the section, and initiate case of procurement of same.

➢ Ensure smooth planning function in order to achieve optimal utilization of cargo space on PK flights.

➢ Maintain close liaison with head office and sale office in PIA network.
Job Title: Assistant Manager Space Control

Job Reference No.: 6.2.5.24

- Ensure implementation of PIA head office instructions given from time to time.
- To find alternate disposal for cargo received for destination/sector not covered by PIA.
- To establish appropriate interline contacts with other airlines.
- To carry out any other assignment given by the management.
- To check flight record in system.
- Coordinate with Export Shift and Pallet Cell according to PFM Loading/O/Loading.
- Complete load of every Flight should be passed to Export Shift.
- Keep close coordination with Domestic Stations in connection with the priority shipments.
- To check every Airway Bill / Shipping Bill before handed over to Export Shift.
- Adjustment of O/Loaded shipments on next Flight and flash E-mail to origin / destination accordingly.
- Complete information of discrepancy and others should be passed to Manager Space.
- Keep close coordination with ACC and Import Cell in connection with the arrival of shipment which already passed on PFM for same day Flights.
- All Departed / Arrival Flights Ex-Pakistan to be noted in register for Head Office.
- To be made complete Performa of DEP/ARVL, Planning and Back Log for G. M. Cargo/MCC by every Duty Officer of “Night Shift”.
- To be feed complete Performa in system and E-mail to Manager Space Control on daily basis.

C. Job Objectives (If Defined):
Job Title: Space Controller  
Pay Group: V/VI  
Report To: AM Space Control

Section: Space Control  
Location: Cargo Complex  
Job Reference No.: 6.2.5.25

A. Job Specifications:

Educational Qualifications:
- Second class / B grade graduate from any recognized university.
- MBA/MPA/MAS degree holder will be preferred.

Skills / Special Requirements:
- SITA Cargo Automation.
- Computer Literate.
- Knowledge of MS Office.

Work Experience:
- Minimum 5 to 7 years of cargo operation.

Professional Training / Courses:
- DGR Course.
- ULD Orientation.

B. Job Description & Responsibilities:

- To initiate the planning process on pre-determined time.
- To check the flight record on SITA System.
- To check the Pax Load on flight being planned.
- To check the space allocated by Head Office.
- To check the bookings made by the allotted stations and to check space requests received from non allotted stations. In case of non utilization of space by allotted stations, space would be allocated to other desirous stations with clearance from Manager.
- To prepare pre-flight manifest.
- To prepare load plan for optimal utilization of space.
- To prepare Documents Envelop to be handed over to the Export Shift.
- To coordinate with Pallet Cell for uplift of Priority Cargo.
- To book all shipments in system.
- To reply to Telex Queries/Requests.
To review Post Flight Report and ensure adjustment of offloaded cargo on next FAS.

To submit flight report to the Manager.

To keep abreast with modifications in the SITA System.

Any other job assigned from time to time.

To look after operations of all Domestic Flights.

C. **Job Objectives (If Defined):**
# Corporate Services Department

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Pay Group</th>
<th>Report To</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assistant Cargo Terminal Manager (Domestic)</td>
<td>VII</td>
<td>Cargo Terminal Manager(Dom)</td>
</tr>
</tbody>
</table>

## Section

<table>
<thead>
<tr>
<th>Location</th>
<th>Job Reference No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dom Cargo Complex</td>
<td>6.2.5.26</td>
</tr>
</tbody>
</table>

### A. Job Specifications:

#### Educational Qualifications:
- Second class / B grade graduate from any recognized university.
- MBA/MPA/MAS degree holder will be preferred.

#### Work Experience:
- Minimum 5 year experience of cargo operation.

#### Skills / Special Requirements:
- Must be conversant with knowledge of IATA rules and regulations.
- Should be able to handle matters relating to compliance and discrepancies of cargo operations.
- Must be computer literate.

#### Professional Training / Courses:
- Cargo Basic Sales
- Customer Relations
- Dangerous Goods Regulations
- Computer Based Training Programs
- Initial/Middle Management
- ULD Control
- Live Animal Regulations

### B. Job Description & Responsibilities:

- To basically supervise the operational shift of Domestic Cargo.
- Overall In-charge Domestic Cargo Terminal responsible to MCC.
- To monitor administrative / operational activities of Domestic Operation.
- To liaise with Customs/ASF/Civil Aviation in coordination with MCC.
- To apprise MCC/ H.O regarding Speed-ex Operations.

### C. Job Objectives (If Defined):

- To look after operations of all domestic flights.
Corporate Services Department

Job Descriptions Manual
Doc # HRA/JDM/04

Cargo Division

Job Title | Pay Group | Reports To
---|---|---
Senior Duty Officer Domestic | VI | Deputy Cargo Terminal Manager

| Section | Location | Job Reference No. |
---|---|---|
MCC / CTM | Domestic Cargo | 6.2.5.27 |

A. Job Specifications:

**Educational Qualifications:**
- 2nd class/ B Grade Masters degree in Economics/ Statistics/ Administrative Sciences.
- MBA /MPA/MAS will be given preference

**Work Experience:**
- Minimum 5 year experience of cargo.

**Skills / Special Requirements:**
- Must be conversant with knowledge of IATA rules and regulations
- Should be able to handle matters relating to compliance and discrepancies of cargo operations.
- Must be computer literate

**Professional Training / Courses:**
- Middle/Lower management course
- Customer relation
- Dangerous goods regulation
- Advance cargo course from IATA / PTC
- LAR

B. Job Description & Responsibilities:

- To act as duty office shifts as per assigned.
- To maintain office record of flights.
- To supervise domestic booking counter and delivery counter.
- To monitor discrepancies of outgoing/incoming flights.
- To raise/follow up resolve the discrepancies and maintaining record with the respective flights.
- To inform consignees regarding arrival shipments on phone.
- To supervise palletization of heavy shipment/vehicles
- To prepare/uplift cargo for outgoing flights according to load/space allocation.
- To prepare cargo manifest.
To uplift cargo/mail/AOGs as per manifest.

To pass cargo load/figures to trim desk.

To liaise with export shifts for PLA/PLU

To arrange positioning of cargo on shipside.

To handle special cargo, DGRs in accordance with the DGR book/passing the figures/NOTAC to operating captain

To prepare monthly revenue/load figure for Head Office.

C. Job Objectives (If Defined):

To look after all arrivals/departure during shifts duties of domestic cargo.
**Job Title:** Duty Officer (Immediate Clearance Group)  
**Pay Group:** VI  
**Report To:** Cargo Terminal Manager  
**Section:** Cargo  
**Location:** Cargo Complex  
**Job Reference No.:** 6.2.5.28

### A. Job Specifications:

#### Educational Qualifications:
- Second class / B grade graduate from any recognized university.
- MBA/MPA/MAS degree holder will be preferred.

#### Work Experience:
- Minimum 5 year experience of cargo.

#### Skills / Special Requirements:
- Must be conversant with knowledge of IATA rules and regulations.
- Should be able to handle matters relating to compliance and discrepancies of cargo operations.
- Must be computer literate.

#### Professional Training / Courses:
- Middle/Lower management course
- Customer relation
- Dangerous goods regulation
- Advance cargo course from IATA / PTC
- LAR

### B. Job Description & Responsibilities:

- To look after immediate import shipment for urgent custom clearance.
- To arrange immediate transfer of import shipment from import cell to ICG.
- To arrange safe/secure storage of consignments in ICG Grill under lock and key in coordination with PIA security.
- To arrange FAA freight arrival advice to consignees immediately on arrival.
- To liaise with custom/customers for clearance of shipments.
- To maintain record of shipments arrived/delivered through customs to consignees.
- To arrange issuance of delivery order for delivery of shipments.
C. Job Objectives (If Defined):

➢ To arrange delivery of all urgent cargo.
Job Title: Cargo Supervisor
Pay Group: IV
Reports to: In charge of the relevant section

<table>
<thead>
<tr>
<th>Section</th>
<th>Location</th>
<th>Job Reference No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cargo</td>
<td>Relevant Cargo Office</td>
<td>6.2.5.29</td>
</tr>
</tbody>
</table>

A. Job Specifications:

Educational Qualifications:
- Graduate at least 2nd division from recognized Institution.

Work Experience:
- Preferably 03 year in Cargo

Skills / Special Requirements:
- Must be a computer Literate.
- Good communication skills.

Professional Training / Courses:
- Cargo Sales Basic
- DGR
- Customer Relations.

B. Job Description & Responsibilities:

- To Carry out/Supervise Cargo activities of the relevant section.
- To assist Reporting Officer/Cargo officer in carrying out the functions/activities of related cargo section smoothly.
- To Ensure Smooth handling of Cargo.
- To bring out the maximum output from the subordinates.
- To endeavor for full customer satisfaction.
- To promote Safety.

C. Job Objectives (if defined):
A. Job Specifications:

<table>
<thead>
<tr>
<th>Educational Qualifications:</th>
<th>Work Experience:</th>
</tr>
</thead>
<tbody>
<tr>
<td>➢ Graduate at least 2nd division from recognized Institution.</td>
<td>➢ Preferably 02 year in Cargo</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Skills / Special Requirements:</th>
<th>Professional Training / Courses:</th>
</tr>
</thead>
<tbody>
<tr>
<td>➢ Must be a computer Literate.</td>
<td>➢ Cargo Sales Basic</td>
</tr>
<tr>
<td>➢ Good communication skills.</td>
<td>➢ DGR</td>
</tr>
<tr>
<td></td>
<td>➢ Customer Relations.</td>
</tr>
</tbody>
</table>

B. Job Description & Responsibilities:

➢ To carry out Cargo activities of the relevant section.

➢ To assist reporting Officer in carrying out the functions/activities of related cargo section smoothly.

➢ Smooth handling of cargo.

➢ To bring out the maximum output from the subordinates.

➢ To endeavor for full customer satisfaction.

➢ To comply with Corporate Safety Standards

C. Job Objectives (if defined):
Job Title: Cargo Attendant  
Pay Group: I/II/III  
Reports to: In charge/Duty Officer

<table>
<thead>
<tr>
<th>Section</th>
<th>Location</th>
<th>Job Reference No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cargo</td>
<td>Relevant Cargo Office</td>
<td>6.2.5.31</td>
</tr>
</tbody>
</table>

A. Job Specifications:

**Educational Qualifications:**
- Matric at least from recognized Institution.

**Work Experience:**

**Skills / Special Requirements:**
- Can read and write English.
- Good health /Physique.

**Professional Training / Courses:**
- Awareness of General Cargo Handling

B. Job Description & Responsibilities:

- To carry out Safe and Careful Cargo handling activities of the relevant section.
- To assist reporting Officer in carrying out the functions/activities of related cargo section smoothly.
- Smooth handling of cargo.
- To endeavor for full customer satisfaction.
- To comply with Corporate Safety Standards

C. Job Objectives (if defined):