



Lulutai Airlines Vacancy Notice

Lulutai Airlines, Tonga's only national carrier, is dedicated to providing exceptional service and maintaining the highest standards of airworthiness across our fleet. We are currently seeking highly skilled and experienced candidates for two key positions:

1. Part 119 Ground and Cargo Operation Manager

Key Responsibilities:

1. Ensuring that all activities related to Ground & Cargo Handling are in accordance with this Exposition
2. To ensure that ground services of the airports used by the Company meet the requirements for the flight operations Ownership of the Ground & Cargo Handling budget; Investigations related to ground services, as requested by the QSSM, and ensuring that corrective and preventative measures are defined and implemented effectively
3. Lead the negotiations of all third party handling agreements, selection and management of ground handling agents
4. Co-ordinate Departure control and Ramp Services
5. Liaise with airport authorities and Government agencies in relation to ground handling The provision of suitably qualified ramp and check-in personnel to support the flight operation.
6. Manage of Ground & Cargo Handlings KPIs relating to safety, performance and cost; Identifying resource requirements, recruiting, developing and managing Ground & Cargo Handling staff based throughout the network; Ownership and maintenance of the Ground & Cargo Handling Manual;
7. Ownership and maintenance of all data related to aircraft weighs & balance data internally and to contracted ground handlers;
8. Management and continual improvement in ancillary revenue network-wide (excessbaggage, handling fees);
9. Making operational assessments of new and planned stations and bases to ensure that operations there will be safe, secure, well performing and fully compliant with regulatory and Company requirements; A key stakeholder in induction of new destination to the route structure
10. Overall responsibility of Lulutai Airlines's Customer Service policies and procedures at airports;
11. Ensure that a Risk Management process is applied throughout LulutaiAirlines's Ground & Cargo Handling network. Any process changes or initiative that could impact on safety or security should equally be risk assessed.
12. To ensure that all Ground Services non-compliance reported from an evcaluation process are closed within the stipulated time frame. Action should always include identifying and addressing the root cause of the non-compliance.

13. Overall responsibility of Lulutai Airlines's Customer Service policies and procedures at airports;
14. Ensuring relevant training is provided to passenger handling, ramp and customer service staff, both company and regulatory. This includes but is not limited to Dangerous Goods Awareness, Airline Security Awareness, Ramp Safety & Handling, Weight & Balance and Ticketing/Reservations/Customer Service.

2. Part 119 Airlines Security Manager

Key Responsibilities:

1. The Airline Security Manager is responsible for:
2. Being the Air Operator Security Senior Person;
3. Providing assurance and accountability to the Quality & Safety Systems Manager in the management of operational risk, through the effective use of data systems and analysis;
4. Administration, implementation, maintenance and day-to-day administration of the security program to ensure compliance with:
5. The requirements of the civil aviation security program of Tonga;
6. Applicable requirements of other states where operations are conducted
7. The security standards of Lulutai Airlines.

Qualifications and Experience:

- Tertiary level education in aviation or a related discipline
- Strong knowledge of Part 119 regulations and safety management systems.
- Extensive experience in risk management and customer service
- Extensive experience in management within the aviation industry.
- Proven ability to lead and manage teams effectively.
- Demonstrated experience in ensuring compliance with regulatory requirements and industry standards.
- Excellent organizational and problem-solving skills.

Application Process:

Job descriptions outlining the duties and requirements for the above positions can be available upon request from the Employee Services Team. Please call +6767750949/+6768834152 or email hrms@lulutairlines.com

All applications must be addressed to the *Chief Executive Officer, Lulutai Airlines Limited, Nuku'alofa* and **must include** the following documents:

- Cover letter



- Updated Curriculum Vitae
- Certified copies of your transcripts and certificates,
- 2 reliable reference letters, one must be from your current employer if available

Please take note that all applications **must be submitted before 4:30pm, Wednesday - 27 November 2024** to vacancy@lulutairlines.com or drop off at the closest Lulutai Airlines office. Only applications that meet the requirements will be considered.

Join us in ensuring the safety and excellence of Lulutai Airlines' operations. Apply today!