



Canadian
Supply Chain
Sector Council

Conseil canadien
sectoriel de la chaîne
d'approvisionnement

OCCUPATIONAL STANDARD

(For use in the development of supply chain related job descriptions, performance evaluations, career development plans, etc.)

Position:	AIRPORT RAMP ATTENDANT
Description of Position (As defined by the CSCSC Stakeholder Community)	<i>Airport Ramp Attendants perform cargo processing activities, marshaling and towing of aircraft, aircraft grooming, and operation of ramp servicing vehicles and equipment.</i>
Position Development	Progression to supervisory and management positions is possible through experience and additional training.
Required Qualifications:	(Education, Training, Related Work Experience)
Education	The occupation usually requires a high school diploma and a valid driver's license appropriate to the class of vehicle being driven, as well as completion of appropriate certification to operate equipment at any airport facility. Transport Canada requires a valid transportation security clearance.
Training	Employees in these occupations need anywhere from a few months to one year of working with experienced employees.
Related Work Experience	Some previous work-related skill, knowledge, or experience operating cargo handling and transporting equipment or warehouse experience.
Tasks:	
Airport Ramp Attendants perform some or all of the following tasks	<ul style="list-style-type: none"> • Marshall aircraft during arrival and departure • Tow aircraft to gate position and secure the aircraft • Load cargo (mail, passenger baggage, freight) on the aircraft following instructions to achieve proper balance • Unload, sort and transport cargo between aircraft, terminal and warehouse • Deliver passenger luggage to baggage claim area and unload onto conveyor system • Ensure unclaimed baggage is delivered to airline counter for identification/storage/unclaimed baggage claims

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	<ul style="list-style-type: none"> • Collect and load mail, live animals, wheelchairs and child strollers onto aircraft • Unload wheelchairs and child strollers and deliver to designated location • Clean and service cabin interiors, including cockpit and lavatories • Check, remove and install passenger service cabin furnishings • Wash aircraft exterior and perform aircraft deicing • Drive and/or operate ramp servicing vehicles and equipment such as tow tractors, tow bars, belt loaders, container loaders, baggage tugs, water/lavatory service trucks, catering trucks, refueling trucks, aircraft ground power units, passenger stairs, aircraft deicing sprayers, baggage carts, cargo dollies, and passenger vans • Conduct visual checks of aircraft for damage, required repairs, potential hazards and equipment failure. • Inspect ramp areas adjacent to gate and aircraft • Report all equipment malfunctions to the Supervisor and advise flight crew of findings • Enter findings into Ramp flight service log
Tools and Technology:	
	<ul style="list-style-type: none"> • Computer Hardware and Associated Software (e.g. cargo loading systems) • Communication Devices (e.g. voice pick systems)
Required Competencies:	(Knowledge, Skills, Personal Attributes)
Knowledge	An Airport Ramp Attendant should have knowledge of: machines and tools used on a daily basis, including their designs, uses, repair, and maintenance, health and safety procedures, hazardous materials handling standards and regulations, public safety and security, basic mathematics, English language, and other languages as required. It is important for an Airport Ramp Attendant to be fully aware of all risks and hazards posed to self as well as traveling public and flight crews.
Skills	An Airport Ramp Attendant should have the following skill sets: active listening, reading comprehension, instructing, coordination, priority planning, and time management.
Personal Attributes	(Abilities, Work Values, Work Styles)
Abilities	The following abilities are important to the role of Airport Ramp Attendant: strength, multi-limb coordination, oral expression and comprehension, written comprehension, control precision, depth perception, near and far vision, manual dexterity, and arm-hand

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	steadiness.
Work Values	Individuals who will succeed in this position value working with co-workers in a friendly environment, and contributing to a safety conscious working environment. An Airport Ramp Attendant must be conscious of being in the public view, present appearance of integrity and efficiency of actions ensuring the safety of the public as well as their belongings.
Work Styles	The following work styles are attributable to an Airport Ramp Attendant: attention to detail, cooperation, dependability, stress tolerance, self control, initiative, independence, persistence, achievement/effort, integrity, open communication and assertiveness.
Essential Skills Profile:	Essential Skills are the skills needed for work, learning and life. They provide the foundation for learning all other skills and enable people to evolve with their jobs and adapt to workplace change. For more detailed essential skills profiles please refer to the ESDC website: http://www.esdc.gc.ca/eng/jobs/les/index.shtml
Reading Text	<ul style="list-style-type: none"> • Frequently read supervisor instructions, storage and handling recommendations, standard operating procedures, health and safety memos, company brochures and bulletins on handling of dangerous goods, airport and airline policies and procedures, standards and regulations, service, technical and maintenance manuals, flight changes and other information
Document Use	<ul style="list-style-type: none"> • Read labels on equipment and supplies, such as Workplace Hazardous Materials Information System (WHMIS) and Dangerous Goods symbols and icons • Read baggage and cargo labels, load sheets and complete bag count forms • Read work and flight schedules • Follow diagrams of how the cargo will be loaded to ensure that the aircraft is properly balanced • Fill out maintenance forms on the work done on the planes, supply order forms on preparing the plane for flight, equipment maintenance request forms, forms accompanying dangerous goods cargo • Enter data into a computer template which shows how the cargo was distributed • Read schematic drawings of aircraft to understand how to perform routine maintenance
Writing Skills	<ul style="list-style-type: none"> • Complete incident reports to record the details of an event • Write notes for the next shift about tasks that must be completed • Complete various forms and activity logs to record tasks completed

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	<ul style="list-style-type: none"> • Write instructions and diagrams showing how cargo needs to be loaded
Numeracy	<ul style="list-style-type: none"> • Apply measurement and calculation math (count the number of bags and supplies and meals required for the flight, read weight and size information, read gauges that indicate amount of water and fuel put into the plane) • Utilize numerical estimation (estimate the size, weight and number of cargo pieces, estimate the time needed to groom a cabin) • Apply scheduling, budgeting & accounting math (number of people needed to load or unload a particular plane)
Oral Communication	<ul style="list-style-type: none"> • Listen to and follow simple radio instructions • Discuss procedures and co-ordinate tasks with coworkers • Interact with supervisors to get direction and to problem solve • Speak with other specialized staff regarding equipment repairs • Discuss changes in the distribution of a load with supervisor • May train and give direction and instruction to new employees or inform less experienced co-workers of their duties
Thinking Skills	(Problem Solving, Decision Making, Job Task Planning and Organizing, Significant Use of Memory, Finding Information)
Problem Solving	<ul style="list-style-type: none"> • Find the best way to load or unload cargo in limited time available • Find the best way to load the cargo to ensure proper weight distribution or identify related problems that need to be addressed • Find creative solutions to spatial challenges when loading cargo • Find the best way to manage time delays due to poor weather conditions, • Find the best way to manage time and avoid delays when several aircrafts require servicing at the same time • Troubleshoot the cause of ramp servicing-vehicles and equipment malfunctions and inform specialized staff of the problem
Decision Making	<ul style="list-style-type: none"> • Decide on how to fit last-minute baggage and what will be sent on a later flight, if needed, and who should be informed • Decide what tasks to do and what to leave out when short of time servicing an aircraft cabin, and communicate as required • Decide which flight to unload or service first, when several require servicing at the same time
Job Task Planning and Organizing	Airport Ramp Attendants receive assignments from supervisors at the beginning of each shift. Most activities are routine and follow established procedures. Planning of a particular task and coordinating work with other co-workers is essential to manage set timeframes

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Significant Use of Memory	<ul style="list-style-type: none"> Remember the instructions from supervisor on how to load cargo for each flight Remember the times of flights they are responsible for and any special details, such as the presence of dangerous or valuable goods Remember airport codes and signals, and the safety procedures to perform work in conformance with them
Finding Information	<ul style="list-style-type: none"> Consult with the supervisor by radio or in person to clarify cargo loading procedures onto a flight Speak with experienced co-workers to solve problems Obtain information from computer systems, such as flight sheets, work schedules on flight arrivals and departures and obtain information on cargo by reading loading cards Refer to diagrams of cargo areas for different aircraft to identify proper loading codes Refer to loading and handling of dangerous goods manuals
Working with Others	Airport Ramp Attendants work as members of a team, but they often work independently or with a partner when performing maintenance checks, servicing aircraft cabin and loading/unloading cargo
Continuous Learning	Airport Ramp Attendants learn on the job. There is an ongoing learning to acquire and maintain competencies in a cross-section of the industry's many skills areas, such as transport operation, fuelling process or cabin servicing procedures. Safety trainings, such as Workplace Hazardous Materials Information System (WHMIS), dangerous goods training and first aid courses, are emphasized. When a new airplane is purchased a course on how to maintain the aircraft is required.
Additional Information	(Physical Aspects, Attitudes)
Physical Aspects	Airport Ramp Attendants may need to adapt to multi-temperature work environments. When loading and unloading cargo they may require a full range of body movements. They must have an excellent upper and lower limb coordination and strengths when operating equipment or moving cargo by hand.
Attitudes	Airport Ramp Attendants should have a positive attitude and work well in a team to safely and efficiently service aircrafts and move cargo.
Future Trends Affecting Essential Skills:	As more computerized technology is introduced, Airport Ramp Attendants will require more training on how to operate this new sophisticated machinery.

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Government of Canada Defined - Related NOC Code & Description	7534 Air transport ramp attendants Air transport ramp attendants operate ramp servicing vehicles and equipment, handle cargo and baggage and perform other ground support duties at airports. They are employed by airline and air services companies and the federal government.
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Document Management:				
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- ✓ Document Created
- ✓ Document Modified (Minor Corrections & Editorial Changes)
- ✓ Document Updated (Complete Review)
- ✓ Document Finalized
- ✓ Document Retired

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