



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:	SUPERVISOR – AIRPORT RAMP SERVICES
Revised NOC Description for Occupational Standards Use	<i>Supervisors who supervise and co-ordinate the activities of Airport Ramp Attendants</i>
Position Development	Progression to upper management positions is possible through experience, good performance, and additional training.
Required Qualifications:	(Education, Training, Related Work Experience)
Education	Supervisors of Airport Ramp Services should have 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	Supervisors of Airport Ramp Services need one or two years of training involving both on-the-job experience and informal training with experienced workers. Journeyman/woman trade certification in a relevant trade may be required.
Related Work Experience	Several years of progressive experience in the occupation is required.
Tasks:	
Supervisor – Airport Ramp Services performs some or all of the following tasks	<ul style="list-style-type: none"> • Direct, advise, coach, train, supervise, co-ordinate and schedule the activities of Airport Ramp Attendants, and co-ordinate work activities with other supervisors or managers • Implement and enforce ramp services policies/procedures, and regulatory compliance procedures • Determine compliance with laws, regulations, and/or standards and complete appropriate documentation as required • Inspect ramp servicing vehicles, equipment and supplies to identify the cause of delays or other problems or defects • Collaborate to problem solve and recommend solutions • Review work throughout the work process and at completion to ensure that it has been performed properly

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	<ul style="list-style-type: none"> • Using appropriate computer software and developed charts calculate load weights for different aircraft compartments and distribute cargo to maximize space use • Check specifications of cargo loaded or unloaded against information contained in work orders • May accompany aircraft as member of flight crew and monitor and handle cargo in flight • Recommend staffing actions, evaluate staff performance, and develop staff succession plans • Resolve staffing challenges • Develop constructive and cooperative working relationships • Ensures that all ramp attendants are cross-trained in as many different functions as required • Prepare production and other reports of information such as employee time and wages, daily receipts, and inspection results • Provide information to co-workers and staff by telephone, in written form, e-mail, or in person
Tools and Technology:	
	<ul style="list-style-type: none"> • Computer hardware and associated software (i.e. enterprise resource planning, human resources, inventory management, electronic mail, word processing, spreadsheet, time accounting, bar coding) • Communication Devices
Required Competencies:	(Knowledge, Skills, Personal Attributes)
Knowledge	A Supervisor – Airport Ramp Services should have knowledge of health and safety, public safety and security, administration and management, customer and personal service, computers, production and processing, transportation principles and methods, English language, other languages as required, personnel and human resources, and education and training.
Skills	A Supervisor - Airport Ramp Services should have the following skill sets: leadership, time management, monitoring/assessing performance, judgment and decision making, active listening, speaking, critical thinking, management of personnel resources, monitoring, service orientation, coordination, active learning, and instructing, coaching and mentoring.
Personal Attributes	(Abilities, Work Values, Work Styles)

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Abilities	The following abilities are important to the role of Supervisor - Airport Ramp Services: oral expression and comprehension, problem sensitivity, deductive reasoning, near and far vision, multi-limb coordination, depth perception, flexibility and closure, and selective attention.
Work Values	Individuals who will succeed in this position: <ul style="list-style-type: none"> • work independently and make decisions, • are supportive to their staff, and • encourage employees to provide service to others and work with co-workers in a friendly environment.
Work Styles	The following work styles are attributable to Supervisor - Airport Ramp Services: dependability, adaptability/flexibility, leadership, stress tolerance, cooperation, concern for others, attention to detail, self control, initiative, integrity, and collaboration.
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"> • Read instructions and warnings on labels, short notes, e-mail messages and memos • May read text entries in forms • Read notices, bulletins and factsheets, Acts, regulations and collective agreements, procedure manuals • May read operational reports
Document Use	<ul style="list-style-type: none"> • Observe safety, warning and regulatory symbols and signs • Scan product and equipment labels for data • Locate data in lists, tables, forms and graphs • Enter data and complete forms • Interpret technical drawings and schematics
Writing Skills	<ul style="list-style-type: none"> • Write reminders, notes to co-workers, logbook entries, e-mail messages, descriptions of incidents and accidents in reporting forms • May write letters, short reports
Numeracy	<ul style="list-style-type: none"> • Apply financial math/money math • Apply scheduling, budgeting and accounting math • Apply measurement and calculation math • Apply data analysis math • Utilize numerical estimation
Oral Communication	<ul style="list-style-type: none"> • Discuss ongoing work and technical matters with co-workers, colleagues and customers

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	<ul style="list-style-type: none"> • Give direction and instruction to employees
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"> • Identify problems with ramp service operations using the appropriate problem-solving and investigation methods, and take appropriate action • Identify practical solutions when work is backlogged through prioritization and rationalization exercises
Decision Making	<ul style="list-style-type: none"> • Decisions are made in line with the ground operations strategy of the organization by choosing equipment and operators for particular jobs • May decide how and where to position cargo, based on calculated compartment load weights • Decide whether to unload a shipment which has arrived damaged or whether to refuse the load until an investigation has been conducted • Make staffing decisions • Allocate specific work activities to self, employees, and others such as contractors or subcontractors
Job Task Planning and Organizing	Supervisors of Airport Ramp Services receive regular guidance from upper management and plan how best to sequence tasks to meet deadlines. They may have to adjust these plans as required to respond to non-routine or unanticipated events. Despite the need to make such adjustments, most activities are routine and follow established procedures. Liaison with employees and other supervisors is needed to co-ordinate the aircraft servicing and cargo movement.
Significant Use of Memory	<ul style="list-style-type: none"> • Remember the policies and procedures of the organization • Remember the names and faces of staff • Remember health and safety regulatory requirements and other associated regulatory requirements • Remember where cargo is stored • Remember for a short period of time, what items were sent out in order to respond to queries from management • Remember important dates in project timelines
Finding Information	<ul style="list-style-type: none"> • Obtain information on the current legislation and regulations that apply to transportation and cargo loading • Use catalogues, product lists and computer databases to locate information • Consult other supervisors, management and suppliers to find out when cargo loads are scheduled to arrive

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Working with Others	Supervisors of Airport Ramp Services often work with a team and under direction from senior management. A portion of their work is conducted independently of others. Supervisors use a team approach to getting materials ready so that they may be moved out efficiently. They provide encouragement and support to team members and assist them in achieving their personal work objectives, the team work objectives, and provide recognition when objectives have been achieved. They often will consult with relevant colleagues for views and concerns related to aircraft servicing and cargo handling improvement projects.
Continuous Learning	Enhanced learning may be acquired as part of regular work activity, through training offered in-house, through reading or other forms of self-study, or through off-site training. Ongoing learning occurs through participation in professional organizations, seminars, formal courses, conferences and trade shows. Skills may be upgraded by taking management classes through educational institutions.
Additional Information	(Physical Aspects, Attitudes)
Physical Aspects	Supervisors of Airport Ramp Services may need to adapt to multi-temperature work environments. Supervisors of Airport Ramp Services may be required to do some heavy lifting, bending, or stooping to accomplish their tasks. In addition, they may also work in an office environment to satisfy the administrative requirements of the position.
Attitudes	Supervisors of Airport Ramp Services should be safety conscious, well organized, have a positive attitude, be customer service oriented, patient, and industrious. Their interpersonal skills should be well developed and they must be able to handle time pressure, a sense of urgency and have attention to detail.
Future Trends Affecting Essential Skills:	As the focus on safety in the workplace increases, Supervisors of Airport Ramp Services will be required to know and apply health and safety regulations, such as those relating to the Transport of Dangerous Goods (TDG). Supervisors of Airport Ramp Services may also be required to have enhanced computer skills in order to work with more complex software.

Government of Canada Defined - Related NOC Code & Description	<p><i>1215 Supervisors, supply chain, tracking and scheduling coordination occupations</i></p> <p>Supervisors in this unit group supervise and co-ordinate the activities of workers in the following unit groups: <i>Shippers and Receivers (1521), Storekeepers and Partspersons (1522), Production Logistics Co-ordinators (1523), Purchasing and Inventory Control Workers (1524), Dispatchers (1525) and Transportation Route and Crew Schedulers (1526)</i>. They are employed throughout the private and public sectors.</p>
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Document Management:				
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***Activity Types:**

- ✓ Document Created
- ✓ Document Modified (Minor Corrections & Editorial Changes)
- ✓ Document Updated (Complete Review)
- ✓ Document Finalized
- ✓ Document Retired

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