



*We Develop Business by Developing People.*

***AASL is hiring the best talent to the best and  
we are an equal opportunity employer***

***We are looking for highly motivated individuals with right  
attitudes to fill the following vacancy at Jaffna  
International Airport***

**POST OF SUPERINTENDENT GROUND OPERATIONS  
(PASSENGER)**

- 1. Job Scope** : Responsible for ensuring high standards of passenger service in ground handling operations, in compliance with Airport & Aviation Services (Sri Lanka) (Pvt) Ltd (AASL) standards, while maintaining safety, security, operational efficiency, and consistent KPI performance for domestic and international flights.
- 2. Key Responsibilities** :
  - Manage and deploy manpower and equipment efficiently for domestic and international flight operations.
  - Ensure smooth passenger handling, minimize complaints, and maintain effective coordination with airlines, airport authorities, and stakeholders.
  - Handle flight disruptions and operational challenges to reduce passenger inconvenience.
  - Coordinate arrival and departure processes to ensure punctual and efficient operations.
  - Represent the company during airline and regulatory audits, ensuring full compliance with AASL, IATA, and company standards.
  - Plan and manage resources to achieve on-time performance and high customer satisfaction.
  - Maintain staff grooming, service quality, housekeeping, and workplace standards.
  - Coach, guide, and evaluate staff, identify training needs, and support career development.
  - Make timely decisions impacting safety and security of ground operations.
  - Perform additional duties as assigned by supervisory officers.

3. **Qualifications** : i. Should have passed the GCE (O/L) examination with Credit passes for English and Mathematics  
**AND**  
ii. Should have passed GCE (A/L) examination  
**AND**  
iii. Should possess three (03) years' experience in passenger service supervisory capacity  
**OR**  
Ten (10) years' experience in passenger services and three (03) years' experience as a passenger service officer capacity
4. **Age** : Should be below 45 years on the closing date for applications.
5. **Salary** : The remuneration package offered will be attractive. In addition the selectee will receive attractive fringe benefits.
6. **Method of selection** : By an interview.

**General:**

The selected candidates will have to perform duties at any location of the company in any part of the Island as and when necessary.

If you are interested and possess the relevant qualifications and experience please send in your resume prepared according to the specimen application given in our Website (<http://www.airport.lk>>Corporate>Careers) with copies of the relevant certificates to be reached to the address "**Chairman, Airport & Aviation Services (Sri Lanka) (Private) Limited, Bandaranaike International Airport, Katunayake**" on or before **January 06, 2026 only by Registered Post or Courier Service**. Please indicate the post applied for on the Top Left Hand Corner of the Envelope.

**The applications without copies of the relevant certificates or forwarded in other modes or not in accordance with the specimen given on our website and applications received this office after the closing date of the application will be rejected.**

**Please note that only qualified candidates will be notified at all stages of the selection process.**

**CHAIRMAN  
AIRPORT & AVIATION SERVICES (SRI LANKA) (PRIVATE) LIMITED  
BANDARANAIKE INTERNATIONAL AIRPORT  
KATUNAYAKE**

Advertised on 21/12/2025