

Job Description

SriLankan Airlines Ltd, the National Carrier of Sri Lanka operates with a network of destinations throughout Asia, the Middle East, Europe and Australia. The Airline has a strong presence in Maldives and Southern India. SriLankan is a member of the 'oneworld' alliance.

The post holder will bear the responsibility, of achieving, customer service standards, liaising with the Handling Agent for availing optimum level of usage in contractually agreed upon services/facilities, to ensure consistent performance in three operational KPI's: On-time Performance, Customer Compliments and Complaints and Baggage Handling Reliability-criterion by which a station performance will be measured.

The position demands the ability to lead a team with professionalism, providing training and guidance whilst ensuring the highest standard of safety and security of the Airline and the Ground Operation.

Maintaining a constant communication link between head office, relevant authorities and the station is a crucial aspect of the job responsibilities.

Key responsibilities:

- Lead the station team professionally, providing training and guidance to ensure the safety and security of the Airline's ground handling operations is maintained consistently. Liaison with the Head Office and relevant Authorities as appropriate.
- Achieve assigned operational performance targets to contribute towards achieving corporate objectives.
- Negotiate a Service Level Agreement (SLA) to ensure that the Ground Handling Agent (GHA) provides services according to company standards, obtain optimal services from the Handling Agent in a friendly yet persuasive manner, to provide customer satisfaction/delight to achieve/maintain company service standards. Identify / resolve problems arising from weak areas of the handling agent to maintain expected 85% of service level standards. Ensure agreed-upon penalties for controllable flight delays and services lapses are recovered as agreed in the Service Level Agreement.
- Establish and maintain healthy relationships with all organizations at the airport to sustain service standards to facilitate smooth passenger handling and to manage any legal implications arising from handling issues, apprise head office promptly and co-ordinate until they are resolved.
- Control station expenditure by ensuring station is within the monthly budgetary allowance. Maintain station logs & training records & ensuring all station staff training records & station contracts are updated before expiry. Performance records & proper administration of the station should be maintained.
- Maintain an uninterrupted channel of communication with Regional, Head office and Country / Sales / Finance managements and co-operate with Country / Sales managements by way of a team player to achieve common organizational goals and to enhance productivity / service levels.
- Ensure all station related invoices / monetary transactions pertaining to Airport Operation are checked for accuracy & signed and followed through the entire process in order to ensure proper accountability.
- Ensure monthly excess baggage target set for the station is achieved and be accountable for airport surcharge upgrades in order to maximize revenue while maintaining airline standards and procedures.
- Investigate / respond promptly to passenger complaints/queries and propose/implement required improvements to achieve expected company standards in customer service. Support & contribute towards achieving departmental/divisional initiatives & priorities. Safety & Security of the aircraft and the airline on the whole should not be compromised at all times.

Requirements

- Bachelor's Degree with 2 year of work experience or Advance Diploma with 4 years of work experience in Airport Passenger and Ramp Handling.

OR

- Introductory course (IATA or any other International accredited) in Airport Services, Ramp or Cargo with 4 years of experience in Airport Passenger and Ramp Handling.

Prior Airline experience in a similar role with good understanding of Airline Conditions of Carriage, International Civil Aviation Safety and Security Practices as stipulated by (ICAO / IATA) and Australian authorities would be considered a distinct advantage.

Ability to legally live and work in Australia (Candidates should be Australian citizens OR Australian Permanent Resident (PR) holders) is a mandatory requirement.

Employment will be offered on fixed term contract.

Influencing will be a reflection of unsuitability.

We are an equal opportunity Organization.

Please note that we will correspond with you within a month of closing the advertisement in

the event your application is shortlisted for consideration.

Job Information

Division Name

Airport Service Delivery - Overseas

Date Opened

30/01/2026

Application Closing Date

09/02/2026

Job Type

Full time

Industry

Airline - Aviation

City

Sydney

Province

New South Wales

Country

Australia

Postal Code

2020