

# **Key Responsibilities of the advertised positions**

## **Catering Services Department**

### **CS01 – Sous Chef**

- Understands Customer Menu requirements and specifications and ensures high culinary standards.
- Clear and demonstrated understanding and application of the Food Safety Management System Requirements of ISO 22000 & Quality Management System ISO 9001.
- Thorough knowledge of Company Processes and ensures that they are adopted and followed by all Kitchen personnel.
- Ensure efficient and hygienic operation of the kitchen.
- Ensure sufficient stock availability.
- Derive effective - daily, weekly requirements with Supply Officer.
- Enforce quality control and stock rotation measures.
- Proactive in accurate compilation of Airline menu check sheets in liaison with the Specifications Officer.
- Focused to maintain food cost.
- Compiles Food Production sheets.
- Assists in the introduction and induction of new kitchen personnel.
- Able to promote a safe and just culture of work and encourage continuous improvement of all processes to enhance our product offering.
- Effectively discipline underperforming personnel in the Kitchen brigade.

### **CS02 – Chef de Partie**

- Responsible to the Sous Chef and Executive Chef in the preparation of in-flight meals in accordance with Airlines specifications and defined Operational PDC's.
- Responsible for staff under his /her control, whilst on shift and delegation of their duties.
- In the absence of the Sous Chef, ensures that raw materials are drawn from Kitchen Stores daily for food production requirements.
- Ensures that highest level of Facility, Equipment and Personnel Hygiene standards are maintained at all times and takes immediate action to eliminate non-conformities.
- Liaises with Catering Services Supervisors and other Catering Personnel, Passenger Services and other Company representatives with regards to Passenger loads and Customer Airline Requirements including Special Meal Orders.
- Checks all final meal production requirements prior to dispatch to aircraft to ensure correct meal counts, meal types and SPMLS are loaded according to Sector Check List and specific Airline Requirements.
- Conducts daily Quality Checks of Production to ensure that meals produced fulfils and meets Customer Specifications and Standard Recipes.
- Ensures handover advice to on-coming Chef de Partie is adequate and maintains a daily log book.

- Plans, Operates, Maintains and Improves operational requirements to ensure that the Food Safety Management System and Customer Needs is achieved in all Kitchen operational processes.
- Ensures that the Traverse requirements of the Integrated Aviation Management System is maintained and achieved.
- Other related tasks as assigned by Executive Chef and Sous Chef.

### **CS03 – Pastry Chef (Baker)**

- Prepares and bakes all Bakery/Pastry and patisserie items for menu and catered events following Standardized recipes, Sector Checklists and Customer requirements.
- Provides daily ingredient and Bakery/Pastry supplies to the Sous Chef for ordering purposes.
- Assists in the development of producing innovative and creative menu items and the continuous improvement of baking recipes.
- Adheres to Food Safety Management System Requirements.
- Operates, cleans and performs cleaning maintenance on baking machines and equipment.
- Ensures that Bakery/Pastry & patisserie products, ingredients & stock items are stored in hygienic and clean storage facilities, containers, shelving, trays etc.
- Ensures proper rotation and FIFO of all products and ingredients.
- Supervises and guides assigned Assistants and Student Trainees or temporary employees whilst attached to the Bakehouse.
- Performs specialised decorations of cakes and assorted products.
- The Department may assign reasonably related additional duties to individual employees.

### **CS04 – Pastry Chef (Commis)**

- Prepare a wide variety of goods such as cakes, cookies, pies, bread etc; following traditional and modern recipes cited for Airline specifications
- Contribute to create exciting desserts, enhance menu offering for the Airlines and retail customers
- Applies modern presentation/ garnish for the finish product/pastries using different icings, toppings etc
- Ensure innovative and exciting presentation
- Produce highly complex [Allergen items]: Create modern artesian breads, Patisseries and Desserts [GF, DF, VG etc] – utilising locally sourced and imported items conforming to Allergen management Principles
- Assemble dessert, Mask and Decorate Cakes in accordance to defined specifications
- Monitor stocks for baking ingredients such as flour, sugar etc; and make appropriate orders within budget
- Check quality of material and serviceability of equipment and devices used in the Pastry kitchen
- Guides and motivate trainees to work more efficiently
- Maintain a lean and orderly preparatory station
- Adhere to principles of food safety management and conforms to health and safety standards

- Actively contributes to Menu development team; partakes with suggestions/recipes for product development
- Follows the instructions of Demi Pastry Chef

#### **CS05 - Commis Chef**

- Prepare basic sauces, derivatives & omelette's.
- Sanitize Fruits & Vegetables, prepare salads, garnishes and vegetables.
- Butchery – Trim/ Fillet/Dice Various Meat plus Skin and fillet fish.
- Prepare toasted and plain sandwiches.
- Assemble Meals & monitor ready Pre-set /cart assembly as required as per specification.
- Carry out bulk make-up and supplementary items.
- Carry out Food Safety duties as directed: decanting, sort food items in the order of shelf life.
- Carry out any other additional tasks, as required.

#### **CS06 – Kitchen Hand**

- Follow Cleaning schedules in accordance to Hygiene requirement including floors, walls, tables, drainage systems, and any other cleaning duties that may be required within Catering Services to maintain hygiene standards.
- Effectively clean and wash specified areas in the vicinity of FCC kitchen.
- Remove Kitchen waste to garbage area within specified times and assisting in the operation of the Kitchen as required.
- Practice safe work and utilize Chemical effectively and in cost effective manner.
- Adhere to Occupational Health safety in compliance to COP and OHS.
- Effectively monitor Floor – Clean, Wash and Sanitize Cabin Equipment etc as required.
- Knowledge of correct use of PH levels.
- To wash and clean all heavy equipment and cooking utensils used in the production of food items.
- Effectively carryout Pre-setting duties as required, as per specification.
- Required to assist in the cleaning of company property items.
- Required to work in the Kitchen as directed.
- Assist in vegetable sanitisation and meal preps as directed.
- Carry out any other additional tasks, as required.

#### **CS07 – Food Safety Officer**

- Monitors daily Audits of the processes within the Kitchen and Cabin sections to ensure compliance to requirements of the ISO 9001, ISO 22000, PAS220 standards and the National Food Safety Act and Regulations.
- Conducts scheduled Monthly Hygiene and Process Inspections. Assesses the effectiveness of PRP's and OPRP's.
- Facilitates and monitors the Pest Control Program, Monitors the Cleaning of Catering Premises and Equipment in conformity to Food Safety standards.
- Conducts Personal Hygiene Audits on all Staff, and provides results for improvements' to the Catering Management Team.

- Collates and Reviews daily HACCP records and provides data to the Catering Management Team for Analysis and Decision Making.
- Monitors the performance of monitoring and measuring equipment to ensure that it is safeguarded from adjustments that would invalidate the measurement results, facilitates the calibration process maintains the records of assessment and resulting actions.
- Assists the Food Safety Team in the review of processes and practices.
- Maintains and manages all documented Food Safety Records per standard requirements of and PCI-001 Control of Documents and Records.
- Investigates all non-conformances /customer complaints, collates and presents data to the Catering Services Management Team for corrective measure and monitors the effectiveness of CA.
- Provides weekly statistical Reports on behalf of the status of the Food Safety Management System to the FST meeting.
- Manages the schedule and the collation of Food Samples for Micro-Biological testing. Collaborate in the preparation of communication materials for rapid dissemination of information on food safety threats.
- Assist in the development of guidance, education material and advice linked to early warning, prevention and response to food safety threats.
- Provides updates for audit readiness/ assists the Department in the Audit of Suppliers.
- Acts and advisory for needed improvements in respect to buildings sanitation; building defects and maintenance for operating equipment.
- Performs QA checks [unscheduled checks ensure compliance of the product to specifications. Carries periodic chefs tables – Reconciling the specification conformity, sensory quality evaluation, weight checks.
- Conduct Food Safety related awareness and training.
- Play a leading role in the iAMS Action Group and/or Food Safety Team.
- Performs any other related duties that maybe assigned by the Manager Catering Services with regards to the Food Safety Management System.

### **CS08 – Catering Attendant**

- Carry out specified cabin cleaning and sanitising duties of the aircraft in accordance as per customer airline requirement.
- Operate relevant equipment efficiently for the performance of designated duties.
- Clean and sanitise specified Cabin Services work areas, Catering equipment, Catering vehicles or any other areas of Catering as directed.
- Perform proficient GSE marshalling duties as specified.
- Carry out Aircraft equipment cleaning, stripping and washing, drying and storage as well as alignment and bulk make-up.
- Transferring bagged rubbish to Rubbish Room and loading onto the Garbage Truck.
- Operating all washing equipment necessary for the performance of these duties.
- Perform proficient Aircraft Door Opening in accordance with customer airline requirement.
- Carry out sanitising and fogging duties as required.
- General assistance in Catering Department and perform any other related duties.

### **CS09 – Culinary Tutor**

- Liaise with the Catering Training and Standards Officer in identifying the Training Needs for the kitchen staff.
- Develop in house training materials: Lesson plan, Practical assessment for each chef level for internal progression.
- Evaluate and order food and supplies for practical assessments within provisioned budget.
- Conduct on the job training for the new and current kitchen staff.
- Responsible for training the kitchen staff on the job readiness skills, fundamentals of cooking, including how to effectively operate kitchen equipment, how to design and develop recipes with accurate yield.
- Analyse conversion recipes – follow and effectively prepare food as per the required standards.
- Analyse and document kitchen staff progress and provide feedback to help staff improve their skills and ensure you're providing them with the right challenges.
- Stay up-to-date on modern culinary developments; and Gastronomic products to keep your skills relevant and maintain a competitive advantage in the workplace.
- Adhere to safety and security procedures.
- Have excellent verbal and written communication skills including the ability to build successful relationships with the ATS kitchen staff.
- Demonstrate time management and detail-oriented skills.
- Ability to work effectively under pressure and to meet frequently occurring deadlines.
- Demonstrate fair and consistent behaviour in all matters.
- Perform any other related tasks.

### **CS10 – Demi Chef**

- Process, Assorts and packs meals in trays and carries out other associated duties as assigned.
- Prepare special meals and clear flights as required.
- Ensure that all specifications and recipes are followed as provided by the Company and/or its airline customers are efficiently met.
- Able to do meal breakdown; calculate meal production numbers whilst minimizing wastage.
- Observe the highest level of hygiene and assisting in the operations of the kitchen as required.
- Effectively manage time, plan work flow and follow HACCP mandatory SOP's and ensure all documents are accurately completed.
- Lead by example and contribute in Menu planning, ordering and assist in other areas as requested.

## **Safety & Compliance Department**

### **SC01 - Coordinator Safety Health & Environment**

- Coordinate the SMS planning, implementation, monitoring and improvement of all safety, health and environment programmes.
- Assures that ATS complies with applicable statutory and regulatory requirements related to safety, health and environment.
- Implement safety, health and environment monitoring program that includes survey, inspections, test, observations, reporting, deviations, non-conformities and lapses and provide recommendations for their corrective actions and improvement.
- Maintain a reporting system in the identification of safety, health and environment hazards and monitoring of the progress of the IAMS reports to ensure hazards are addressed and risk mitigated in a timely manner.
- Monitoring safety concerns in the aviation industry and their perceived impact on the organization's operations aimed at service delivery.
- Promote a healthy work environment by planning, implementing and maintaining work programmes that encourage are clean and health work station for employees, adhering to Government guidelines for workplace safety, Health and Safety at Work Act (1996) and the International Labour Safety Standard, OHS 18001.
- Coordinate and communicate (on behalf of the Manager Safety and Compliance / CEO) with international agencies on issues relating to safety.
- Ensure that the organization meets any applicable food safety related statutory and regulatory requirements through its FSMS and that it harmonizes the standards to ensure confidence to customers and consumers.
- Investigate workplace accidents, managing workers' compensation programs and lagging areas that pose as safety risk and create hazardous conditions.
- Coordinate and communicate with the statutory and regulatory authority on issues relating Safety, Health and Environment as may be required.
- Train employees during safety induction. Create and advocate employee awareness of environmental issues promoting conservation and sustainability of nature.
- Liaise with Government, donors and organizations with similar interests on environmental related issues and updates.
- Ensure that the Food Safety Management System is effectively established, documented, implemented and maintained to ensure its suitability, adequacy and effectiveness and is within the framework of the FSMS.
- Ensure that management principles include customer-focused, leadership, involvement of people, process approach, system approach to management, continual improvement, factual approach to decision making and mutual beneficial supplier relationships as deployed within the FSMS.
- Act as company spokespersons during government health inspections and hearings.
- Ensure that the implementations of environmental campaigns are effective.
- Carry out impact assessment for environmental awareness projects.
- Provide timely advice and information required by the Manager Safety and Compliance for submissions to Management Review Board (MRB).
- Develop safety, health and environment monitoring program that includes survey, inspections, test, and observations.

- Plan and organize staff safety training.
- Prepare and assist to facilitate the budget and ensures that funds are allocated appropriately to respective Safety, Health and Environment programs.
- Develops policies and procedures for workplace safety, draft company safety manuals and communicate the latest government regulatory changes.
- Draft and implement Occupational Health and Safety programs and ensure that the program goals protect employee health and prevent workplace hazards and injuries.
- Draft environmental policies.
- Assess environmental projects and evaluate the performance of projects and employee awareness levels and employee performance in relation to environmental issues.
- Analyse environmental matters and write reports on behalf of line manager.

## **Finance Department**

### **FIN01 – Accountant**

- Maintain and review all accounting procedures.
- Verify bank reconciliation that cash receipts journal and cash payments journal equals movements in the bank account for the period.
- Ensure General journal amendment journal listing are filed in the general journal file and posted in the general ledger.
- Verify maintenance of fixed asset register Prepare VAT report as required which is reviewed by the Finance Manager Assist in the preparation of board papers.
- Monitor progress of staffs. Check and verify cheques for payments.
- Post on cost transactions into general ledger.
- Post the journals in general ledger.
- Review profit and loss reports for department.
- Prepare financial reports as required.

## **Cargo & Ramp Services Department**

### **CR01 - Loader BMU/Customs Hall (Ramp Pit Crew)**

- Load/unload all baggage by destination to /from containers/aircrafts allocated to particular destination.
- Observe the accepted practice of airline standards.
- Ensure maximum utilisation of the ULD by using all available space effectively.
- Adhering to all identification labels such as [THIS WAY UP] arrow.
- Handle baggage in such a manner that it doesn't sustain damage.
- Ensure final baggage removed and loaded into the aircraft. Ensure PJ baggage are discharged first.
- Assist the Passenger Service Agent- baggage with disposal of surplus transfer/ bags.
- Wash and polish equipment as directed.
- Keep area of work in a neat and tidy condition.
- Maintain the proper storage of ULD's.
- Assist in removal of cargo from cooler.
- Carry out all other associated functions assigned from time to time.
- Driving Tugs and operating non-motorised equipment as required.

### **CR02 – Cargo Sales Agent**

- Accept Cargo for Export in accordance with IATA rules and procedures.
- Accept Cargo for Export in accordance with Customs rules and procedures.
- Accept Cargo for Export in accordance with Airlines rules and procedures.
- Accept Cargo for Export in accordance with Quarantine rules and procedures.
- Accept Cargo for Export in accordance with ATS rules and procedures.
- Liaise with airline for space reservations, cash handling.
- Compile returns for ATS and all other clients.

### **CR03 – Cargo Handling Agent**

- Process all Export documents according to bookings made by carriers' space availability.
- Prioritise and adhere to stipulated routing of airway bills.
- Accept ready for carriage cargo in accordance with IATA regulations.
- Raise a CCA for any weight discrepancy.
- Attend to export customers.
- Perform data capture functions.
- Retrieve inward airway bills and mark manifests.
- Nominate storage for valuable, perishable and livestock.
- Reconcile reports and check- ins. Prepare Import register.
- Take appropriate actions of all offload as per laid down procedures.
- Report all uncleared Cargo (TBC) to customs.
- Write-off delivery receipts. Raise ACTM to Suva.
- Transfers to other flights, airlines or agents.

- Attend to import customers.
- Ensure that all airline stats are analysed and processed.
- Carry out all other job related functions as required from time to time.

### **Passenger Services Department**

#### **PS01 - Passenger Services Agent (Customer Services Agent)**

- Accurate and thorough recovery of Excess Baggage revenue.
- Documentation analysis 100% accuracy including Visa and Passport validity checks.
- 100% Compliance with all Safety Security and Dangerous Goods questioning requirements.
- Practiced and proficient processing routine to ensure prompt service and timely flight closure.
- Compliance with all airline and regulatory authority Safety and Security requirements while at work.

#### **PS02 - Passenger Assistance Agent (Customer Services Agent)**

- Directing passengers in the check-in lobby to the appropriate counters.
- Assist passengers with documentation.
- Advise passengers on free baggage allowances – checked and cabin. Handle incapacitated passengers.
- Handle Unaccompanied Minors (UM's) and Young Passengers Travelling Alone (YPTA's).
- Assist Passenger travelling with children and infants as required.
- Assist with boarding passenger around hazardous tarmac areas.
- Provide and collect umbrellas as required.
- Report unserviceable passenger handling equipment.
- Perform other passenger related duties as required.