

Career Opportunities: Duty Manager (Domestic Operations) (23220)

Requisition ID 23220 - Posted 11/08/2026 - Subang Airport - ADS - Domestic Ops Subang - ADS - Passenger Services & Station Management

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Job Title

Duty Manager (Domestic Operations)

Reports To

Station Head

Role Purpose

Duty Manager is responsible for working within the AeroDarat Sdn. Bhd team to promote and achieve safe, timely and efficient station management and ground handling to our contractual customer airlines. This is to be carried out in accordance with AeroDarat, regulatory department and customer airlines policies, standard operating procedures (SOP) and service level agreement (SLA). At all times, this position will be required to work in a safe, secure, professional, cost effective manner whilst ensuring all assets are handled with care.

Key Accountabilities

- 1) Maintain highest level of safety and security for all ground handling activities in accordance to company standards and procedures
- 2) Enforce compliance to set- standards through high productivity and efficiency to all Supervisors and Officers. Monitor and evaluate the performance of resources including new intakes, vendors, part-timers and to escalate non-conformance to management for follow up and improvement.
- 3) Authorize, monitor and control all related claims/ payment / staff overtime and related costs, in accordance to company CAAP and standards and procedures.
- 4) Plan and coordinate for the day's flights, anticipating potential problematic areas and prepare for appropriate mitigation measures.
- 5) Monitor operations performance in accordance to the company KPI

Qualification & Experience

Degree in any related field with at least 2 years relevant experience in ground handling

Skills & Knowledge

Customer management skill to manage customer and relevant stake holders
Communication & Negotiations skills to manage customer and relevant stake holders
Leadership qualities and is able to manage a large work force
Ground handling operation experience & SLA management

Key Challenges

1. Optimize resources for the day
2. Manage customer expectations

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