

Triage Passenger Gate No Shows, liaise with Airlines and Ground Handlers, and escalate to the Terminal Duty Manager when necessary – Ensure successful delivery of peak Umrah and Hajj seasons through collaboration and support – Enhance terminal standards through audits, inspections, and monitoring, feeding improvement ideas to Senior Management – Implement passenger experience initiatives, develop progress reports, and coordinate quality service programs – Manage and own allocated terminal areas, control congestion, and lead service recovery – Collaborate with service providers and stakeholders to ensure a safe environment – Follow up on implementation and progress of corrective action plans – Analyze data, identify trends, and develop summary reports for Terminal Operations Leadership teams – Contribute to Terminal, incident, and contingency reports – Perform other job-related responsibilities as directed