

Luggage Handler Job Description

A comprehensive job description template
for Australian airports and transport businesses

Business Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This template is provided for general informational purposes only and does not constitute legal advice. It is designed to reflect Australian workplace standards and transport industry practices at the time of publication. You should review and tailor this template to suit your business, facility type, applicable modern award and specific requirements. For complex situations, independent legal or HR advice should be sought. RosterElf Pty Ltd accepts no liability for any loss arising from reliance on this document.

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1. Position Overview

1.1 Position Title

Luggage Handler / Baggage Handler / Ramp Agent

1.2 Position Summary

The Luggage Handler is responsible for loading, unloading and transferring passenger baggage and cargo on aircraft and between airport facilities. This role ensures the safe, secure and timely handling of luggage while maintaining strict safety protocols and meeting tight turnaround schedules.

The position requires physical fitness, attention to detail and the ability to work efficiently in all weather conditions. Luggage Handlers play a critical role in ensuring passengers receive their baggage safely and on time.

1.3 Reporting Structure

This position reports to:

- Ramp Supervisor / Ground Operations Supervisor
- Ground Operations Manager
- Shift Manager (during rostered shifts)

1.4 Employment Type

This position is available as:

- Casual (variable hours based on flight schedules)
- Part-time (regular rostered hours)
- Full-time (38 hours per week)

2. Key Responsibilities

2.1 Loading and Unloading Baggage

- Load passenger baggage and cargo onto aircraft following weight distribution requirements
- Unload baggage and cargo from arriving aircraft efficiently
- Ensure proper handling of priority, fragile and special items
- Maintain baggage security throughout handling process
- Meet turnaround time targets for aircraft servicing
- Use baggage handling equipment correctly and safely

2.2 Baggage Sorting and Transfer

- Sort baggage by flight number and destination
- Transfer baggage between aircraft for connecting passengers

- Deliver baggage to correct carousel or collection point
- Process priority and express baggage with urgency
- Identify and segregate misrouted or unidentified items

2.3 Equipment Operation

- Operate baggage conveyors, loaders and tugs safely
- Drive ground service vehicles as required (with appropriate licence)
- Perform pre-use equipment checks and report faults
- Maintain equipment cleanliness and basic maintenance
- Follow equipment operating procedures and safety protocols

2.4 Safety and Compliance

- Follow all aviation safety regulations and airport security procedures
- Wear required personal protective equipment at all times
- Report safety hazards, incidents and near misses immediately
- Participate in safety briefings and training sessions
- Comply with restricted area access requirements
- Follow dangerous goods handling procedures

2.5 Lost Luggage Assistance

- Assist with locating delayed or misrouted baggage
- Search aircraft and facilities for missing items
- Complete baggage irregularity reports accurately
- Communicate with baggage services staff regarding issues
- Help reunite passengers with delayed baggage

2.6 Documentation and Communication

- Complete load sheets and baggage manifests accurately
- Record baggage counts and weights
- Use radio communication equipment appropriately
- Report discrepancies or problems to supervisors
- Maintain clear communication with team members

3. Required Skills and Attributes

3.1 Essential Skills

Physical Fitness

Excellent physical condition to lift and carry heavy baggage repeatedly. Ability to work in physically demanding conditions for extended periods. Stamina to handle fast-paced turnaround schedules.

Attention to Detail

Careful attention when sorting baggage to ensure correct routing. Ability to read and verify baggage tags accurately. Awareness of priority items and special handling requirements.

Teamwork

Strong collaborative skills to work effectively with ground crew. Ability to coordinate with team members during aircraft turnarounds. Willingness to assist colleagues during peak periods.

Safety Awareness

Understanding of aviation safety requirements and ramp procedures. Commitment to following safety protocols at all times. Awareness of hazards in airport operational areas.

3.2 Personal Attributes

- Reliability and punctuality for shift work
- Ability to work under time pressure and meet deadlines
- Flexibility to work various shifts including nights, weekends and public holidays
- Professional appearance and conduct
- Strong work ethic and commitment to quality service
- Ability to work in all weather conditions
- Good coordination and manual handling skills
- Willingness to undertake ongoing training

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Eligibility to work in Australia (citizenship, permanent residency or valid work visa)
- Ability to obtain an Aviation Security Identification Card (ASIC)
- Ability to pass background checks and police clearance
- Physical fitness to lift and carry items up to 32kg regularly
- Ability to work flexible hours including early mornings, nights and weekends
- Basic English literacy and numeracy skills

4.2 Desirable Qualifications

- Previous experience in airport ground operations or baggage handling
- Forklift licence or experience operating ground service equipment
- Driver's licence (C class minimum, LR/MR preferred)
- First aid certificate

- Manual handling and occupational health and safety training
- Experience working in aviation or logistics

4.3 Training Provided

Successful candidates will receive comprehensive training including aviation safety procedures, baggage handling techniques, equipment operation, security requirements and emergency procedures. Ongoing training and development opportunities are provided.

5. Working Conditions

5.1 Hours of Work

- Shift work including early mornings, afternoons, nights and overnight shifts
- Regular work on weekends and public holidays
- Shift lengths typically 8-10 hours
- Work schedule varies based on flight schedules
- May be required to work additional hours during peak periods

5.2 Physical Requirements

- Lifting and carrying baggage up to 32kg repeatedly throughout shifts
- Bending, reaching and working in confined spaces (aircraft holds)
- Standing and walking for extended periods
- Working at heights on elevated platforms and loaders
- Fast-paced physical work during aircraft turnarounds

5.3 Work Environment

- Outdoor work on airport ramps and tarmacs
- Exposure to all weather conditions (heat, cold, rain, wind)
- High noise levels from aircraft and equipment
- Working around moving aircraft, vehicles and machinery
- Secure airport operational areas with restricted access
- Fast-paced environment with time-critical deadlines

5.4 Uniform and Safety Equipment

- High-visibility uniform provided and must be worn at all times
- Safety footwear (steel-capped boots) required
- Hearing protection provided for high-noise areas
- Weather-appropriate clothing as needed
- Aviation Security Identification Card (ASIC) must be displayed

6. Award Information

6.1 Modern Award Coverage

This position is typically covered by the Airport Employees Award 2020 (MA000048). The award sets minimum pay rates, penalty rates, allowances and conditions for employees working in airport ground operations including baggage handling and ramp services.

6.2 Classification Level

Luggage Handlers are generally classified under the award as:

- Level 1: Entry-level baggage handlers in training or with limited experience
- Level 2: Experienced baggage handlers with demonstrated competency
- Level 3: Senior handlers with additional responsibilities or specialised skills

The specific classification level will be determined based on duties performed, experience and qualifications.

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates and allowances for:

- Shift work (afternoon and night shift penalties)
- Weekend work (Saturday and Sunday rates)
- Public holiday work (premium rates)
- Cold storage allowance (when applicable)
- Meal allowances for overtime work

Casual employees receive a 25% casual loading instead of paid leave entitlements. Refer to the Airport Employees Award for current rates and conditions.

7. Expected Behaviours

7.1 Professional Conduct

- Treat all colleagues, supervisors and airline staff with respect
- Maintain confidentiality regarding security and operational matters
- Follow all airport and company policies and procedures
- Arrive on time for shifts and be ready to work
- Notify supervisor of absence or lateness as soon as possible
- Represent the company professionally at all times

7.2 Safety Standards

- Follow all aviation safety regulations and procedures without exception
- Wear personal protective equipment correctly at all times

- Report all incidents, hazards and near misses immediately
- Participate actively in safety meetings and training
- Maintain awareness of surroundings and aircraft movements
- Never take shortcuts that compromise safety

7.3 Quality and Efficiency

- Handle all baggage with care to prevent damage
- Work efficiently to meet turnaround time targets
- Sort baggage accurately to ensure correct routing
- Give priority attention to connecting baggage and express items
- Maintain high standards despite time pressure

7.4 Teamwork and Communication

- Work cooperatively with team members during aircraft turnarounds
- Communicate clearly using radio and hand signals
- Assist colleagues when needed during peak periods
- Share information about issues or problems promptly
- Accept feedback constructively and implement improvements

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV
- Cover letter outlining relevant experience and availability
- Copies of relevant licences and certificates
- Contact details for two referees
- Confirmation of ability to obtain ASIC

8.2 Selection Process

Shortlisted candidates will be required to:

- Attend an initial interview
- Complete physical fitness assessment
- Undergo background checks and police clearance
- Obtain Aviation Security Identification Card (ASIC)
- Complete pre-employment medical assessment
- Provide references for checking

8.3 Equal Opportunity

We are an equal opportunity employer and welcome applications from all qualified candidates regardless of age, gender, cultural background, disability or other characteristics protected by law.

Position Acknowledgement

I have read and understood this job description. I understand that my duties may be varied from time to time to meet the operational needs of the business.

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

For Manager Use Only

Manager Name: _____

Manager Signature: _____

Date: ____ / ____ / ____