



Swissport Tanzania Plc is a leading aviation ground services provider operating at Julius Nyerere International Airport and Kilimanjaro International Airport. We deliver safe, reliable, and high quality ground handling services to international and domestic airlines. We invite disciplined, service oriented, and safety conscious professionals to join our team in a fast-paced airport environment where operational excellence and customer satisfaction are paramount.

1. JOB TITLE: Passenger Service Agents (20 positions)

Duty Station: Dar es Salaam

Reports to: Passenger Service Coordinator

Contract type: Fixed term contract.

Job Summary

To deliver professional passenger handling services in compliance with airline, airport, and regulatory requirements.

Responsibilities.

- Inspect and verify passenger documentation
- Issue boarding passes and reschedule passengers affected by flight interruptions or cancellations
- Manage passenger baggage processing including handling and fee calculation if applicable

- Assist passengers as needed through arrival and check in processes including support for passengers with special needs such as unaccompanied minors (UM), VIP passengers and passengers needing wheelchair assistance
- Direct passengers through Customs, Immigration, and Quarantine, as required
- Make public address announcements as required
- Assist Ramp Service Agents to ensure that wheelchairs, strollers and gate checked bags (cleared through security) are made available for loading upon departure and delivery to passengers upon arrival
- Comply with all airport authority and carrier security requirements and Swissport SOPs and policies
- Operate equipment to include the jet way, computer keyboards, and carrier specific reservation/ ticketing software
- Produce all required, work-related documentation
- Other duties as assigned

Qualification and Competencies

Self-driven and dynamic individual who is also a team player and able to work under pressure and possess the following qualifications and skills:

- Diploma or bachelor's degree in marketing, Public Relations, Business Administration, or related field
- Experience in customer service (aviation preferred)
- Strong communication skills (English and Swahili)
- Ability to work shifts, including nights and holidays
- High safety awareness

2. JOB TITLE: **Load Controllers (5 positions)**

Duty Station: Dar es Salaam

Reports to: Operations Coordinator

Contract: Fixed term contract.

Role Purpose

To ensure accurate aircraft weight and balance calculations while maintaining operational safety and on-time performance

Responsibilities.

- Prepare accurate and compliant load control documentation
- Ensure aircraft operate within certified weight and balance limits
- Optimize fuel uplift and aircraft trim
- Support On-Time Performance (OTP)
- Liaise with Ramp Operations, Cargo, and Operations Control Centre
- Participate in aviation ground operations training
- Comply with Swissport SOPs and QHSE standards
- Report safety occurrences and operational irregularities

Qualification and Competencies

Self-driven and dynamic individual who is also a team player and able to work under pressure and possess the following qualifications and skills:

- Certificate or Diploma in Flight Dispatch
- Minimum two (2) years airline industry experience
- Licensed Load Control Certification is added advantage.
- Strong numerical and analytical skills
- Good communication skills

- Flexibility to work operational shifts

3. JOB TITLE: Ramp Agents (20 Positions)

Duty Station: Dar es Salaam

Reports To: Ramp Coordinator

Contract type: Fixed-Term Contract

Role Profile

To execute aircraft ground handling activities safely, efficiently, and in compliance with operational and safety procedures

Responsibilities

- Marshall operators to and from the aircraft
- Unload passenger luggage and air cargo, bulk and/or containers/pallets, onto carts and/or dollies • Unload wheelchairs and child strollers and deliver to designated location
- Provide special handling of luggage/cargo as required/directed
- Deliver passenger luggage to claim area and unload onto conveyor system
- Deliver air cargo to appropriate recipient
- Drive and/or operate ground support equipment to include tow tractors, tow bars, belt loaders, container loaders, baggage tugs, water/lavatory service trucks, aircraft ground power units, aircraft air start units, air stairs, aircraft de-icing units, baggage carts, cargo dollies and passenger vans.
- Collect and load mail, live animals, wheelchairs and child strollers onto aircraft

- Service aircraft water and lavatories
- Inspect ramp areas adjacent to gate and aircraft for debris and remove/dispose of when found.
- Report all equipment malfunctions to the appropriate supervisor/manager
- Comply with Swissport's standard operation procedures (SOPs), QHSE Manual and policies
- Follow training and rules, apply correct procedures and use personal protective equipment as instructed
- Report any incident, near miss, unsafe act or condition according to this manual. In case of doubt stop the task and consult superior for guidance
- Perform duties conscientiously, without putting themselves, others, or the environment at risk
- Also other duties as assigned

Qualification and Competencies

Self-driven and dynamic individual who is also a team player and able to work under pressure and possess the following qualifications and skills:

- From IV Certificate to Diploma level qualification
- Valid driver's license
- Ability to lift to 32 kilograms
- Good communication skills in English and Swahili
- Ability to work in adverse weather conditions
- Strong health and safety awareness

Personal Qualities:

- High integrity and professional accountability
- Strong teamwork orientation
- Attention to detail and data protection awareness
- Ability to perform in a high pressure operational environment
- Customer service mindset
- Flexibility to work on shift operations, including weekends and public holidays
- Strict adherence to safety and compliance standards

Mode of Application:

Applications should be sent to: info@swissport.co.tz or delivered physically to Swissport Tanzania Plc Headquarters. Only shortlisted candidates will be contacted.

Applications must be submitted no later than **28thFebruary 2026**. Interested candidates who meet the above criteria should submit updated Curriculum Vitae (CV) and application letter clearly stating the position applied for in the email subject line.

Swissport Tanzania Plc is an Equal Opportunity Employer. Swissport does not charge any fees at any stage of the recruitment process. Avoid recruitment scams.