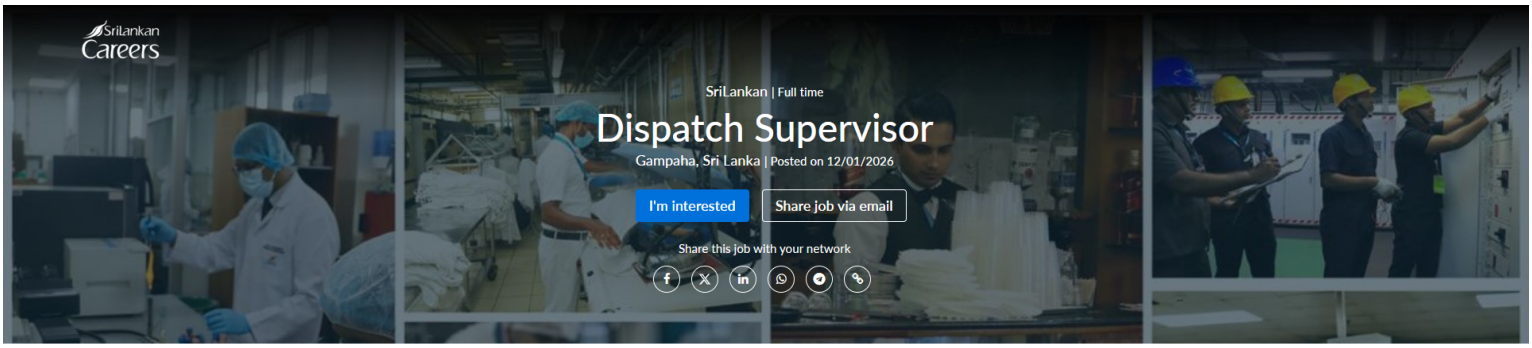

SriLankan Careers

SriLankan | Full time

Dispatch Supervisor

Gampaha, Sri Lanka | Posted on 12/01/2026

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Job Description

We are seeking a dynamic, enthusiastic, and self-motivated individual of high integrity to join our team as Dispatch Supervisor. The ideal candidate will possess strong professional qualifications, a solid work ethic, and exceptional communication skills. Reporting directly to the Dispatch Controller, the successful candidate will play a key role in enhancing the efficiency and productivity of the section.

- Ensure that meals and other related items are dispatched in the quantities ordered by airlines and other business units such as Vanilla PODs, restaurants, and laundry outlets.
- Ensure that all items are dispatched according to the real-time data in the systems (e.g., Pax Com, In-Flair Net).
- Monitor all additional meal requirements (top-ups) requested by airlines before and after loading, verifying against system data. This includes tracking the number of van hires. If there are any extras or shortages, immediately inform the relevant flight agent, supervisor, or duty manager to correct the load.
- Ensure all meals and other items leaving the premises have valid system-generated documents or an authorized gate pass with valid signatures.
- Maintain a thorough understanding of all records and documents related to dispatches. All changes made by customer service or other authorized parties (e.g., menus, menu cycle changes, equipment or timing changes) must be properly archived.
- Monitor cafeteria meal reports daily, investigate any irregularities, and ensure all meals are sent to the cafeteria without delay.
- Enter all data related to reports completely during your shift and ensure that required reports are sent to the relevant authorities within agreed timeframes.
- Stay alert to process violations and promptly report these to the dispatch controller. Record all irregularities.
- Monitor the waste disposal process and laundry operations closely, ensuring smooth functioning and focusing on minimizing unnecessary waste.
- Promote and maintain 5S standards and uphold hygiene practices at all times.
- Comply with the organization's SOPs, rules, and regulations. All leave requests, late arrivals, overtime, and shift changes must have proper authorization.
- Ensure that all departmental data is collected accurately and all reports are sent to management on time.
- Lead your team effectively by providing the necessary guidance. Ensure all staff report for duty on time and take corrective actions as required.
- Contribute to minimizing overtime and other unnecessary expenses. Order monthly stationery items appropriately and monitor their usage.
- Provide leadership to the dispatch team and ensure performance targets are met. Identify weaknesses and gaps in the team and report them to the dispatch controller for corrective measures.
- Reconcile meal dispatch reports with In-Flair and CCU reports for invoicing purposes. Ensure completed reports are provided in a timely manner.
- Collaborate with all departments to ensure smooth and accurate dispatch operations. Conduct random audits to verify operational accuracy.
- Provide necessary documentation and guidance during all internal and external audits and visits.

Requirements

- Passed G.C.E. (A/L) with Full or Part Professional Qualification in Supply Chain, Stores, Logistics or a related field with 05 years experience.
- 06 Passes for G.C.E. (O/L) including English & Mathematics.
- High level of IT literacy including sound knowledge in MS Office, Excel and PowerPoint.
- Excellent writing and oral communication skills, leadership skills, negotiation/problem solving skills, analytical skills, sound planning and organizing skills coupled with a methodical approach to work.

Benefits

The selected candidate can be assured of an attractive remuneration package with fringe benefits.

I'm interested

Job Information

Grade
6

Division Name
Dispatch Department

Date Opened
12/01/2026

Application Closing Date
26/01/2026

Job Type
Full time

Industry
Airline - Aviation

City
Gampaha

Province
Western Province

Country
Sri Lanka

Postal Code
11000

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