

RESOLUTION 811d

Attachment 'A'

Agency Commissioner Profile

1. The Commissioner is an independent arbiter appointed jointly by the International Air Transport Association (IATA) and International Federation of Freight Forwarders Associations (FIATA) to conduct reviews and act with respect to decisions and/or actions affecting Agents/Intermediaries/CASS Associates and applicants under the IATA Cargo Agency Programme.

1.1 The office of the Commissioner is established under the terms expressed in Resolution 811d.

1.2 The procedures under which the Commissioner operates are contained in IATA Resolution 811e and Resolution 811f.

2. IATA and FIATA will assess applicants for the office of the Commissioner against the following profile:

The ideal candidate will meet the following criteria:

1. experience in the cargo industry ideally gained from previous employment with an airline or cargo agent/Intermediary;
2. at the time of application the applicant must not be employed or have any involvement with an airline, cargo agent/Intermediary/CASS Associate, agency association or IATA;
3. good knowledge of the IATA Cargo Agency Programme and the associated rules and regulations or a demonstrated ability to acquire knowledge of the Programme;
4. experience in dispute resolution and/or legal background;
5. independent contractor not associated with an airline, cargo agent/Intermediary/CASS Associate, agency association or IATA;
6. fluent in written and oral English;
7. ability to travel at short notice.

Cargo Agency Commissioner Job Description

1. A Commissioner shall act only as described to make reviews requested under the terms of Resolution 811d and Resolution 811f.

2. In the performance of his/her duties the Commissioner is not authorised to attend and/or address industry conferences of agency associations or of IATA except as required by the terms of the relevant Cargo Agency Rules.

3. In the performance of his/her duties the Commissioner is not authorised to counsel, train, coach or in any similar capacity offer guidance to individual agents, freight forwarders, Intermediaries, CASS Associates freight forwarders associations, airlines or IATA except as specifically provided under the terms of Resolution 811e and Resolution 811f. However, the Commissioner may answer punctually requests for information from individual agents, freight forwarders, Intermediaries, CASS Associates, freight forwarders associations, airlines or IATA, if this request is not linked to any case of review or other dispute.

4. In the pursuit of their activities the Cargo Agency Commissioner(s) shall be independent and not subject to supervision by any one party, however, the Cargo Agency Commissioner(s) shall provide regular reports of activity to the Cargo Agency Conference (CAC), European Air Cargo Programme Joint Council (EACPJC), Canadian Agency Programme Joint Council (CAPJC). The CAC, EACPJC and CAPJC are entitled to review the activities of the Cargo Agency Commissioner(s)/Ombudsman, and are responsible for approval of the budget and monitoring of expenditure.

5. Any travel conducted by the Cargo Agency Commissioner(s) is authorized under the terms of Resolution 811e and Resolution 811f.

6. The office of the Cargo Agency Commissioner(s) shall maintain records of all Cargo Agency Commissioner(s) proceedings for a minimum of two years or as required under local law. The Cargo Agency Commissioner(s) shall ensure knowledge transfer and continuity with his/her successor. Copies of Commissioner records shall be provided by the Commissioner to the IATA Agency Administrator and to the Secretariat of FIATA.

7. The Cargo Agency Commissioner shall maintain an information website, funding for which will be provided from the established budget.

8. Commissioner shall be entitled to obtain administrative support which support shall be funded from the established budget.