

# AIRPORT SERVICES OFFICER

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## *POSITION DESCRIPTION*



SHIRE of  
WYNDHAM  
EAST KIMBERLEY



# AIRPORT SERVICES OFFICER

## Position Summary

<b>Reports to:</b>	Team Leader Airport Services
<b>Department:</b>	Airports
<b>Review Date:</b>	March 2023
<b>Number and Title:</b>	Airport Services Officer
<b>Classification:</b>	Level 3
<b>Position Location:</b>	East Kimberley Regional Airport (Victoria Highway, Kununurra)
<b>Supervises:</b>	Nil
<b>Internal Liaison:</b>	Manager Airports Coordinator Airport Operations & Compliance Other relevant Shire Staff
<b>External Liaison:</b>	East Kimberley Regional Airport customers and patrons Residents, Ratepayers and General Public
<b>Extent of Authority:</b>	Works within the confines of standards and procedures under the supervision of the Team Leader Airport Services.

### Our Vision

To be a thriving community with opportunities for all

### Our Shared Values

**Communication** – We communicate openly with each other and our community

**Safety** – We are focused on the health and wellbeing of our colleagues and community

**Teamwork** – We work collaboratively to achieve shared goals

**Accountability** – We take responsibility for our actions and behaviours

**Respect** – We are respectful of people, ideas, culture and environment

## Position Purpose

The East Kimberley Regional Airport is the main air hub for the East Kimberley, it facilitates direct flights from Perth, Darwin and Broome operated by Virgin Australia and Air North. Private flights and charters also fly into the Airport, along with locally operated helicopters, light planes and sea planes. The Airport Services Officer is to be responsible for the delivery of high-quality customer-focused security services while creating safe and memorable travel experiences for passengers and visitors transiting through our airport.

## Key Selection Criteria

### Essential:

- Ability to demonstrate excellent customer service and interpersonal skills;
- Demonstrated ability to work autonomously and be as part of a team;
- Experience of working in highly regulated environments;
- Experience in the delivery of services in a complex customer environment;
- Experience in the operation of security/screening equipment at an airport;
- Ability to deal with conflict and achieve resolution;
- Manage disruptive behaviours and unlawful interference within the transport security environment;
- Ability to sustain concentration level for periods;
- Ability to undertake cleaning of grounds, buildings and infrastructure to maintain the high levels expected of the airport;
- Ability to work split shifts over a 7-day rotating roster

### Qualifications / Licences / Vaccinations:

- Red Aviation Security Identification Card (or ability to be approved);
- An acceptable National Police Check; and
- Current Hepatitis A, Hepatitis B and ADT (Tetanus, Diphtheria and Whooping Cough) vaccinations (or ability and willingness to obtain).

### Desirable:

- Previous experience in this role;
- Certificate II in Transport Security Protection (AV120118);
- Current First Aid or Advanced First Aid Qualification.

## Key Responsibilities:

- Keep people and property safe to ensure the safety, security and integrity of the airport, aircraft and travellers;
- Provide consistent and standard security practices ensuring passengers and their possessions are checked and cleared prior to departure;
- Efficiently co-ordinate the flow of passengers through security screening;
- Demonstrate effective communication and sound decision-making;
- Control access to and exit from security sensitive areas,
- Undertake physical searches, and identifying weapons, explosives and prohibited items;
- Provide a consistent high-quality customer service;
- Undertake general cleaning tasks of terminal interior and exterior facilities and associated building as per requirements;
- Maintaining a professional level of personal grooming and represent the Shire in a professional manner at all times.

### Compliance:

- Carry out patrols of the terminal, associated buildings and grounds to ensure compliance with Kununurra TSP, Aviation Transport Security Act 2004 and Aviation Transport Security Regulations 2005. Carry out screening of passengers and checked/cabin baggage in accordance with the Kununurra Transport Security Plan (TSP), Aviation Transport Security Act 2004, Aviation Transport Security Regulations 2005 and the methods, techniques and equipment to be used for screening;
- Ensure compliance with all other relevant legislation; standards and regulations to minimise risk and enhance the Shire's Brand reputation
- Demonstrate the highest standards of honesty and integrity and carry out duties in accordance with the Shire's Code of Conduct, policies, organisation directives and procedures.

### Workplace Health and Safety:

- Create a safe work environment for self and colleagues by reporting any concerns that may compromise the Shire's duty of care
- Carry out duties in accordance with Work Health and Safety Policy, organisational directives, procedures and guidelines
- Follow safe and appropriate operation of equipment and vehicles
- Complete safety observations and ensure that any hazards, near misses and injuries are reported immediately and closed out in a timely manner

### Teamwork and Contribution:

Working as part of a collaborative team and being in a customer facing role, it is also integral that the incumbent of this position delivers exceptional customer service and is able to positively engage with passengers from diverse cultures, nationalities and backgrounds.

You will also:

- Work collaboratively with co-workers, actively contributing to the Shires vision and values

- Raise issues with a 'solution focus' framework and contribute to a positive working environment
- Build professional relationships with stakeholders at every level of the Shire
- Actively display the values of the Shire in every interaction
- Attend and participate in staff/team meetings and workshops as required
- Engage and participate in opportunities to enhance personal growth, team cohesion and development.
- Perform other reasonable duties as directed by the Team Leader Airport Services and/or line management within known skills, knowledge and capabilities.

## Agility Statement

The information contained in this position description is intended to describe the nature and level of work to be performed. This is not considered an exhaustive list of all the responsibilities, duties or skills required in the role.

This position description may be subject to change from time to time. Any such reorganisation of duties shall be the subject of discussion with the position incumbent.

## Authorisation and Acknowledgement

Signing this position description indicates agreement and acceptance of the contents and conditions.

Employee Name:	
Employee Signature:	
Date:	

(to be signed by occupant upon appointment to position or amendment to Position Description)



### Contact Us

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