

AIRPORT SERVICES OFFICER

POSITION DESCRIPTION

SHIRE of
WYNDHAM
EAST KIMBERLEY



AIRPORT SERVICES OFFICER

Organisational Relationship

Reports to:	Team Leader Airport Services
Department:	Airports
Review Date:	May 2022
Number and Title:	Airport Services Officer
Classification:	Level 3
Position Location:	East Kimberley Regional Airport (Victoria Highway, Kununurra)
Supervises:	Nil
Internal Liaison:	Manager Airports Coordinator Airport Operations & Compliance Other relevant Shire Staff
External Liaison:	East Kimberley Regional Airport customers and patrons Residents, Ratepayers and General Public
Extent of Authority:	Works within the confines of standards and procedures under the supervision of the Team Leader Airport Services.

Position Objective

The 'Airport Services Officer' position plays an integral role in the Shire of Wyndham East Kimberley's Airport Services team and has key involvement with the provision of services at the East Kimberley Regional Airport including passenger processing, security screening, ensuring compliance with relevant legislation (including parking requirements) and making sure that the cleanliness and presentation of the airport facilities is maintained to a high standard at all times.

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.

Key Responsibilities

Passenger, Cabin and Checked Baggage Screening

- Carrying 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; and

- Providing basic equipment fault finding and repair.

Cleaning

- Undertaking general cleaning tasks of terminal interior and exterior facilities and associated building before and after each scheduled flight;
- Providing accidental spills and spot cleaning as required;
- Carrying out cleaning requirements as per schedule/s set out by Line Management; and
- Ensuring the departure lounge and checked baggage screening facilities are kept to a high standard of cleanliness.

Parking

- Carrying out regular patrols of areas subject to controls under Council's by laws to ensure compliance with the by-laws; and
- Carrying out regular patrols of drop-off and pick-up parking at front of terminal to ensure compliance with Kununurra TSP, Aviation Transport Security Act 2004 and Aviation Transport Security Regulations 2005.

Airport Security

- Carrying 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.

Customer Service

- Responding to customer enquiries and assisting in the resolution of issues as required.

Other Duties

- Fulfilling duty of care requirements at all times as legislated by taking reasonable care for their own health and safety and that of others who may be affected by their acts or omissions; and
- Any other duties as directed by the Team Leader Airport Services and/or line management within known skills, knowledge and capabilities.

Selection Criteria – Skills, Knowledge, Attributes and Experience

Essential:

- Excellent customer service and interpersonal skills;
- Ability to work well within a team environment;
- Ability to deal with conflict and achieve resolution;
- Ability to sustain concentration level for periods;
- Ability to operate security/screening equipment at an airport;
- Ability to perform cleaning duties as required;
- Experience in the delivery of services in a complex customer environment; and
- Experience in the operation of security/screening equipment.

Desirable:

- Demonstrated experience as a Security Officer.

Selection Criteria – Qualifications / Clearances

Essential:

- Red Aviation Security Identification Card (or ability to obtain); and
- Aviation Protection Officer Qualifications AVI20416 and AVI20316 **or** Certificate II in Security Operations plus screening Units.

Desirable:

- Current Senior First Aid Qualification.

Authorisation and Acknowledgement

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.

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)



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