

Position Title:	Airport Service Worker	
Reports To:	Airport Manager	
Hours of Work	Flexible shift work - there are up to 43 hours per fortnight available however less hours (minimum 33 hours) may also be accommodated if it suits the right candidate	
Purpose of the Role: To contribute to the provision of a safe and efficient air service and fully compliant aerodrome by providing specified support services		
Key Relationships:	<p>Internal: Airport Operations Officer Airport Manager</p> <p>External: Air Service Provider/s Airport Lessees General Aviators Customers and Community Members</p>	
Core Staff Values		
<p>Community Driven - We are committed to making a difference in the community we call home</p> <p>One Team - Shared direction, shared effort</p> <p>Future Focussed - We seek solutions that are fit for the future</p> <p>Integrity - Open and honest in decisions and action</p> <p>We Care - About people and place</p>		
Key Responsibilities:	Expected Results	Means
Airport Support Services % of job: 50%	Deliver Airport Support Services which meet service agreement requirements	<ul style="list-style-type: none"> • Ground handling services are consistently carried out in the prescribed manner • Customer service is maintained and feedback from customers and the provider is exemplary

	Demonstrate a high level commitment to the safety and security of the airport service and the aerodrome environment	<ul style="list-style-type: none"> ● Runway and Perimeter inspections completed as prescribed and maintenance issues identified and completed if able or reported ● Security of all operational areas is maintained at all times
Maintenance % of job: 40%	Airport Grounds and Terminal Building are well maintained and fully compliant to CAA Part 139 Standard	<ul style="list-style-type: none"> ● Grass mowing, spraying are routinely completed ● Terminal is kept clean and tidy. Daily cleaning duties completed ● Handy skills are utilised to assist with routine maintenance tasks ● Carry out wildlife control practices as prescribed in the wildlife control programme
Additional Activities % of job: 10%	A flexible employee who responds to requests of additional needs/ requirements of the Airport Authority with enthusiasm	<ul style="list-style-type: none"> ● Attend and participate in airport team meetings ● Participate in training/practice for emergency or other related airport requirements ● Carry out work related to income generating initiatives as requested ● Monitor and record aerodrome activity as prescribed
Key Performance Indicators	<ul style="list-style-type: none"> ✓ Airport Managers satisfaction with performance ✓ Achievement of tasks within expected time frames ✓ 360 feedback 	
Resources	<ul style="list-style-type: none"> ✓ Council and Sounds Air policies, procedures and processes ✓ Council vehicle/s as required 	

Person Specification			
Selection Criteria		Essential Criteria	Highly Desirable
Qualifications and Experience	<ul style="list-style-type: none"> • Experience/ knowledge of the aviation environment • Experience in a maintenance role • Experience engaging with a wide variety of people in a customer service role • Experience in a role with a cash handling element • Working at Height Certificate • Chemical Handling Certificate • Dangerous Goods Certificate • First Aid Certificate • Current Drivers' License • Firearms License • Quad Bike Experience • Computer Competent - Email, confident in learning new software 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓
Personal Qualities	<ul style="list-style-type: none"> • Confident communicator in person and in written form • Able to work independently and proactively in a sole charge position • Contributes to a strong sense of team by actively engaging with and working with all team members including those of the current service provider 	<ul style="list-style-type: none"> ✓ ✓ ✓ 	
Skills and Attributes	<ul style="list-style-type: none"> • A passion for the airport service and aviation in general • Customer focused • Practical problem solver • Flexible • Proactive • Team orientated 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ 	