

## POSITION DESCRIPTION

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

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

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