

POSITION DESCRIPTION

Position Title:	Airport Commercial Officer – Carpark and Terminal
Position Number:	11019
Directorate:	Strategic Projects and Infrastructure
Reports to:	Airport Commercial & Terminal Coordinator
Department:	Airport
Agreement:	<i>City of Karratha Enterprise Agreement 2021</i>
Classification:	Level 4

1. POSITION OVERVIEW

The Airport department is responsible for the management and operations of the City of Karratha's Airports including airside, terminal and landside operations, power and water provision, leased area management and controlled parking.

This position provides support in managing the carpark commercial and operations, marketing, events, projects and providing support through the commercial management of the terminal.

1.1 Position Objectives

To provide high level administrative and project support to the Airport team with regards to commercial and terminal operations. Additionally, facilitating high levels of service to airport stakeholders whilst ensuring contractual and legislative obligations are met.

- Coordinate the operations of the Airport carpark.
- Provide administrative support for terminal marketing and event management.
- Provide project support including preparing relevant documentation
- Provide commercial management support to the terminal tenants and terminal operations.
- Support airport staff by preparing documentation, producing reports, assisting in meetings and ensuring timeframes are met.
- Provide support to the Airport Commercial & Terminal Coordinator and Manager Airport.

2. DUTIES AND RESPONSIBILITIES

2.1 Carpark Support

- Provide a high level of customer service to car park customers including attending to escalated enquires, revenue collection, revenue audits and cash exchange for car park operations.
- Provide training and support to the Airport Service Officer on aspects of car park customer service including issuance of passes, lost ticket processing, daily receipting and the refunding of bond money.
- Assist coordinator with the completion of regular major and minor car park maintenance functions by external contractors, including overseeing supplier contracts.
- Coordinate maintenance and repairs of equipment by liaising with suppliers where requested.
- Liaise with providers of carpark infrastructure, equipment and services to ensure optimal efficiency of carpark operations.

- Manage the day-to-day operations of the car park including procurement of related goods and services, stock control, monthly cash collection, bi-annual pay station audits, receipting, reconciliations, data collation, supplier liaison, reporting and drafting of any required documentation.
- Contribute to the establishment of new, and review current signage, policies, forms and procedures for car park operations.

2.2 Commercial and Operational Support

- Support Airport tenants with operational issues
- Provide administrative support for terminal projects.
- Provide support for marketing and promotion of the Airport, and events.
- Ensure any airport maintenance has minimal operational impact whilst ensuring compliance with all security regulations.
- Conduct benchmarking against other airports & comparable off-airport facilities as required.
- Other duties as required.

2.3 Customer Service

- Act as the initial point of contact for internal customer service enquiries arising from the terminal operations, carpark, operations and events and marketing.
- Perform relief and support administrative duties within the airport team.

2.4 Administrative Support

- Provide administrative support to the Airport team.
- Ensure the maintenance of the content of the Airport website.
- Liaise with internal and external stakeholders in relation to advertising and promotion of the airport.
- Maintain correspondence lists, distribution lists, registers, spreadsheets and other documents as may be required.
- Prepare reports and other documentation as required.
- Drafting, reviewing and the continuous improvement of Airport Pro-Mapp processes.

2.5 Records Administration

- Assist in maintaining the Airport's documentation suite by ensuring timely publication, correct versioning and tracked distribution.
- Maintain correspondence lists, distribution lists, project files and spreadsheets.
- Registration of Synergy records, including project files, ensuring all formal communication is captured and recorded appropriately.
- Maintenance of outstanding records.

2.6 Emergency Management

- During emergencies support the Airport Team and external support organisations like ARFFS, Police, Fire Brigade, SES, Department of Communities and DFERS
- Assist and attend the Aerodrome Emergency exercises and any associated training

2.7 Health & Safety

Employees are responsible for ensuring that:

- All tasks are undertaken with the full understanding of the officer's obligation to take reasonable care to ensure personal safety and health at work and that of other persons in the workplace.
- They comply with all City policies and procedures relating to their health and safety.

- Utilise the City's procedure for WHS Communication, Consultation and Issue Resolution.
- They will not misuse or damage any equipment provided in the interests of health or safety.
- Observe all safe working practices as directed by the supervisor.
- Use and maintain protective equipment correctly.
- Report ALL accidents and incidents (including near miss) arising in the course of work to direct line manager / supervisor ASAP and then complete the Accident Incident Report form as soon as reasonably practicable within 24 hours where possible.
- Other roles and responsibilities outlined in the WHS Management at the City of Karratha: Roles and Responsibilities.

3. SKILLS, KNOWLEDGE AND EXPERIENCE (KEY SELECTION CRITERIA)

3.1 Authority and Accountability

- Works under regular supervision of the Airport Commercial & Terminal Coordinator
- Works in accordance with approved Council's policies, procedures and guidelines.
- Ability to consistently meet agreed administrative and regulatory deadlines.

3.2 Judgement and Problem Solving

- Demonstrated experience in time management, working autonomously and within a team, problem solving, public relations and conflict management.
- Highly developed record keeping, administrative, problem solving and time management skills and demonstrated ability to effectively manage multiple tasks.
- Ability to work in an organised manner with a high levels of initiative and interpersonal skills.

3.3 Specialist Knowledge and Skills

- Demonstrated ability to interpret commercial documentation including service contracts, leases, financial spreadsheets and project documentation.
- Understanding of carpark systems, airport operations and/or facilities management.
- Knowledge of project and financial management practices.
- Well-developed computer skills including an above average knowledge of the MS Office software suite and ability to quickly adapt to the City of Karratha's Synergy accounting system.
- Demonstrable MS Excel spread sheet skills with the ability to produce graphs from data that communicates clear information in an understandable and easily read form.
- The ability to analyse and interpret data with accurate data entry skills.
- Sound knowledge of general office administrative procedures, office functions and equipment.

3.4 Interpersonal Skills

- Effective communication and public relations skills.
- Ability to maintain confidentiality.
- Ability to work effectively within a team environment and independently.
- Demonstrated verbal and written communication skills (including report writing and minute taking) with a high level of attention to detail and accuracy.

3.5 Qualifications and Experience

- Demonstrated administration experience in a commercial environment.
- Proficiency in the use of the Microsoft Office suite
- A current C class driver's licence
- A National(or Federal) Police Certificate not more than 6 months old
- Hold, or ability to obtain, an aviation security identification card, ASIC. Note: It is a requirement to remain holding an ASIC for the duration of employment.
- Qualifications in business administration or project management (desirable)
- Current first aid certificate or ability to obtain one (desirable)
- Airport experience (desirable)
- Car park operations experience (desirable)

3.6 Pre-Employment and Ongoing Screening

- After appointment has been made the employee will be required to undergo and pass a drug and alcohol test and a background check in accordance with the Aviation Transport Security Act.
- The employee will be required to undergo regular drug and alcohol tests as required by the employer and the Civil Aviation Safety Authority during their employment.