

# POSITION DESCRIPTION

<b>Position Title:</b>	<b>Airport Carpark and Administration Officer</b>
<b>Position Number:</b>	<b>10791</b>
<b>Directorate:</b>	<b>Strategic Projects and Infrastructure</b>
<b>Reports to:</b>	<b>Airport Commercial Coordinator</b>
<b>Supervises:</b>	<b>Nil</b>
<b>Department:</b>	<b>Airport</b>
<b>Agreement:</b>	<b>City of Karratha Enterprise Agreement 2023</b>
<b>Classification:</b>	<b>Level 4</b>

## 1. POSITION OVERVIEW

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

This role involves assisting the Commercial Team at the Airport in managing the carpark (commercial and operations), marketing, events, social media, and customer service, while also providing administrative support. Reporting to the Airport Commercial Coordinator, you will collaborate closely with various departments to ensure seamless carpark operations, deliver administrative assistance, and provide exceptional customer service to the public, passengers, visitors, and other stakeholders at the Airport.

### 1.1. Position Objectives

To provide administrative support to the Airport team and oversee the carpark operations, ensuring compliance with contractual and legislative requirements. Moreover, to maintain exceptional levels of customer service for all airport stakeholders.

- Coordinate the management and operations of the Airport carpark.
- Provide administrative support for airport marketing, social media and event management.
- Provide customer service to Airport users particularly for access control, lost property and other payment queries.
- Actively participate in the development of registers for the Airport office and in the formulation of effective policies and procedures.
- Provide administrative support to the Airport team by preparing documentation, producing reports, assisting in meetings and ensuring timeframes are met.
- Provide support to the Airport Commercial Coordinator and Manager Airport.

## 2. DUTIES & RESPONSIBILITIES

### 2.1 Administration

- Provide administrative and relief support to the Airport team.
- Ensure the Airport website is up to date.
- 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.

- Drafting, reviewing and the continuous improvement of Airport Pro-Mapp processes.
- Administer the issuing and recording of access cards, Visitors Identification Card applications and other access control systems to airport users.
- Participates in internal and external meetings and workshops, including preparing and presenting documents as required.
- Facilitate the organisation of meetings, including but not limited to the preparation of agendas, booking room facilities, organising catering, and recording minutes.
- Draft reports, letters and other presentation documents for both internal and external communication.
- Ensure office consumables are monitored and ordered as required.
- Conduct benchmarking against other airports & comparable off-airport facilities as required.
- Perform other duties consistent with this level, as directed.

## **2.2 Carpark Support**

- Provide customer service to car park customers including attending to escalated enquires, revenue collection, revenue audits and cash exchange for car park operations.
- Manage all 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 car park maintenance functions by external contractors, including overseeing supplier contracts.
- Coordinate maintenance and repairs of equipment by liaising with suppliers.
- 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.

## **2.3 Finance**

- Prepare purchase orders for the supply of goods and services as directed.
- Process transactions such as invoices, receipts and banking as required.

## **2.4 Records Administration**

- Records registration and processing, ensuring all formal communication is captured and recorded appropriately.
- 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.
- Maintenance of outstanding records.

## **2.5 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

## **2.6 Work 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 & EXPERIENCE (KEY SELECTION CRITERIA)**

#### **3.1 Authority and Accountability**

- Works under general direction of the Airport Commercial Coordinator
- Works in accordance with approved Council's policies, procedures and guidelines.
- Demonstrated ability to interpret commercial documentation including service contracts, financial spreadsheets, technical documentation and project documentation.
- Ability to consistently meet agreed administrative and regulatory deadlines.

#### **3.2 Judgement and Problem Solving**

- Ability to problem solve with solutions found in established processes and procedures.

#### **3.3 Specialist Knowledge and Skills**

- Understanding of carpark systems, airport operations and/or facilities management.
- Highly developed record keeping, administrative, problem solving and time management skills and demonstrated ability to effectively manage multiple tasks.
- Highly developed verbal and written communication skills (including report writing and minute taking) with a high level of attention to detail and accuracy.
- Developed computer skills including an above average knowledge of the MS Office software suite and ability to quickly acquire knowledge of City of Karratha systems.
- 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.
- Provide analysis and interpretation of data with accurate data entry skills.
- Sound knowledge of general office administrative procedures, office functions and equipment.

#### **3.4 Interpersonal Skills**

- Developed numeracy, written and verbal communication skills (including report writing and minute taking) relevant to the work area.
- Ability to manage time effectively to ensure duties are carried out to the required standard.
- Demonstrated customer services skills.
- Ability to maintain confidentiality.
- Ability to work effectively within a team environment and autonomously.

#### **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 (desirable)
- Current first aid certificate or ability to obtain one (desirable)
- Airport experience (desirable)
- Car park operations experience (desirable)

### **3.6 Aviation Security Identity Card (ASIC)**

- It is a requirement of this position for the employee to be able to hold an (ASIC) and to remain holding an ASIC for the duration of their employment.
- After appointment has been made the employee may be required to undergo and pass a Drug & Alcohol test and a background check in accordance with the Aviation Transport Security Act.