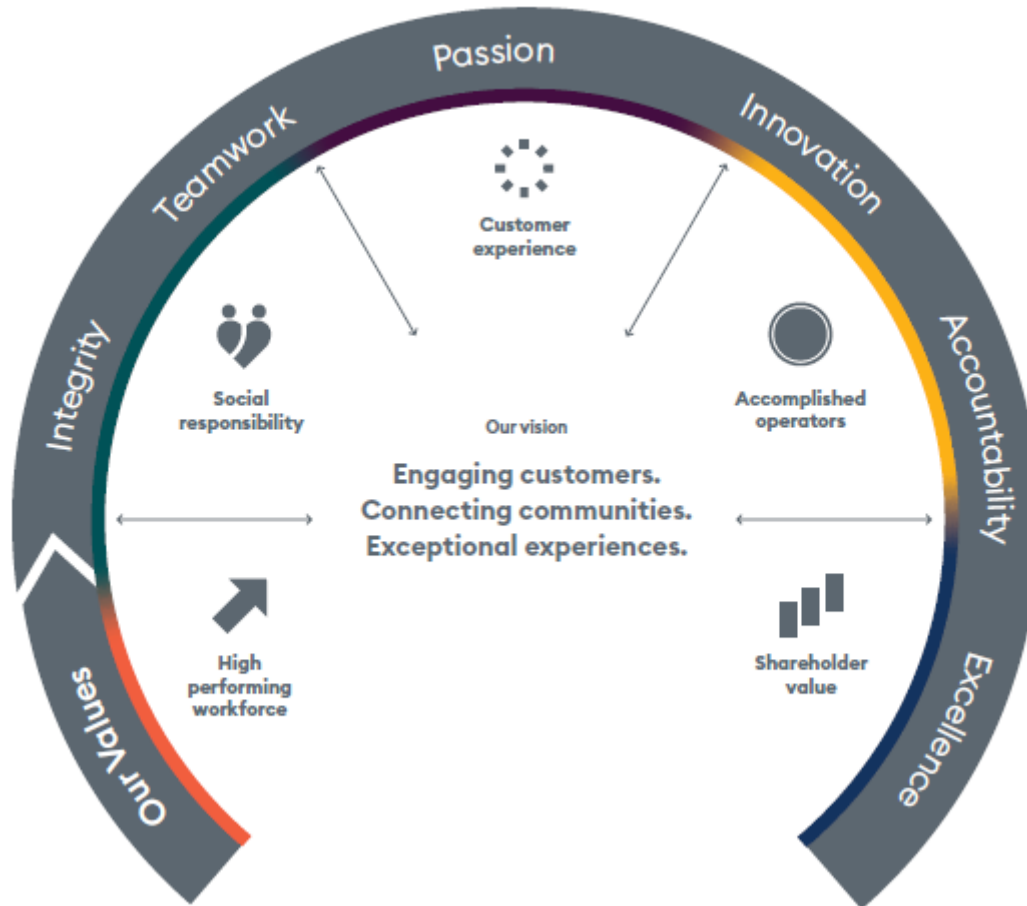


Queensland Airports Limited Role Description



Our Vision defines our purpose. Our five pillars guide our strategic direction. Within each pillar are strategies to deliver our goals and realise our vision. These strategies drive our existing business and underpin any acquisitions. Our Values

Position Title: Duty Manager

Location: Townsville

Department: Terminal Operations

Reports to: Customer Experience Manager

Reporting to this position: Nil

Position Purpose

To effectively supervise guest arrivals and departures ensuring that customer service standards are maintained to the highest possible standard.

To ensure professional, efficient and effective operation of the Townsville Airport Pty Ltd (TAPL) terminal facility is achieved by regular pro-active interaction with stakeholders, key clients, passengers and other terminal users.

Future proofing - To ensure continued effective and efficient operation of TSV's Common Use Terminal's by regular pro-active interaction with stakeholders, key clients, passengers and other terminal users.

To monitor established service levels and provide appropriate responses to incidents and other abnormal operations.

Job Role Requirements

Objective 1: Customer Service Advocate

- Provide efficient, friendly and professional service to all terminal guests. "Offer the Best Service to our Guests"
- Lead by example when attending to guest requests. Show efficiency in constantly striving to provide total customer satisfaction.
- Take initiative to ensure that interactions with our customers (internal or external) are positive and productive, call the Customer Experience Manager if difficulties arise.
- Treat customers and colleagues from all cultural groups with respect, sensitivity and transparency.
- Take every opportunity to actively sell the offerings of the Airport and North Queensland.
- Achieve a level of service quality and professionalism that consistently meets and preferably exceeds the expectations of our customers.
- Attend to major operational problems and needs promptly including customer complaints, enquiries and requests. Practice positive problem solving in all aspects of customer service.
- Answer all correspondence and enquires received during the working week within 24 hours of receipt, maintain good public relations with customers.
- Encourage customer feedback regarding product and services in and around the Airport. Listen to and take action on this feedback.
- Maintain the terminal operators focus on Customer first, encourage all team to use initiative to resolve the problem in the moment, while ensuring that the relevant stakeholders are notified and take action to resolve the root cause.

Objective 2: Efficient Safe Clean Terminal Operation & Environs

- Coordinate Flight Information Display system (FIDS). I.e. monitor arrival and departure information, check daily schedules to ensure last minute changes are identified and when required load schedule changes to base program.
- Facilitate access for activities that may impact on terminal operations (e.g. Film crews, market research).
- Record details and complete reports when an incident, accident or issue occurs.
- Respond in a timely manner to incidents and accidents in accordance with emergency plans, terminal operation plans and other standard operating procedures to preserve life and property.
- Review and record CCTV footage in response to terminal incidents and requests from AFP outside of operational management centre hours.

- Responsible for the safe and efficient coordination of aircraft bay allocation on the RPT Apron. This includes the development and distribution of long and medium bay allocation plans, consideration of appropriate revision of short-term plans to accommodate off scheduled operational requirements in consultation and with minimal disruption to all stakeholders concerned.
- Coordinate check in counter, departure gate and baggage carousel allocation
- Monitor terminal cleaning and maintenance
- Immediately initiate response to any suspicious activity, unattended baggage, parcels or the like as per the TAPL / QAL Terminal Operations Manual.
- Monitor security points within the terminal to ensure operational effectiveness
- Attend promptly to medical emergencies and ensure appropriate responses are initiated and/or coordinated.
- Provide primary first aid when necessary.

Objective 3: Effectiveness During Abnormal Operations

- Ensure QAL/TAPL's interests are protected during abnormal operations or disruptions by ensuring the minimal impact on terminal operations through proactive liaison and action with terminal stakeholders and customers.

Objective 4: Positive Stakeholder Relations

- Monitor all international and domestic flight arrivals to ensure incoming customers have a recognisable point of contact to assist with bus transport, taxi's etc.
- Undertake functions in line with QAL /TAPL's Airport Emergency Plan including setting up of the Passenger Reception Centre (PRC) and Relatives Reunification Centre (RRC)
- Receive information from retail and commercial clients to report any electrical, water supply, air conditioning or similar faults
- Work together with trust so that colleagues and management meet the goals of the airport.

Objective 5: Administration

- Log, label and store items deemed lost property and dispose of unclaimed items in line with current policy.
- Respond to general enquiries relating to the airport – telephone and email.
- Provide input as required into the key terminal projects including CUPPS and Project ALIVE.

Objective 6: Project Participation / Innovation / Continuous Improvement

- Build strong working relationships with internal and external stakeholders
- Effort is made to continuously maintain and improve the quality of WH&S procedures and tools for the site

Objective 7: Workplace Health and Safety, Environmental

- Take reasonable care for your health and safety
- Take reasonable care for the health and safety of others including the implementation of risk control measures within your control to prevent injuries or illnesses
- Comply with any reasonable instruction in relation to WHS by the Company
- Co-operate with any reasonable policies and procedures of the QAL and associated entities including the reporting of hazards or incidents via the QAL reporting process
- All compliance requirements (e.g. legislative, policies, procedures) adhered to
- Other responsibilities as outlined in the QAL WHS management system
- Adhere to the locations Environmental Management System (EMS) as relevant to your work activities

- Attend EMS related training
- Adhere to relevant aviation safety and security requirements

Individual Behaviour Expectations

QAL employees expected to demonstrate behaviour which is aligned to our core values:

Teamwork

- Together we succeed
- Everyone is a customer
- We are inclusive and support each other

Innovation

- We think differently
- We are creative
- We share our experience to build new ideas

Accountability

- We take responsibility for our actions
- We all lead by example
- Safety and social responsibility are priorities

Integrity

- We value honesty, respect and fairness
- We do what we say
- We act in the best interests

Passion

- We are enthusiastic
- We care about what we deliver
- We take pride in our work

Excellence

- We have high performance standards
- We add value and deliver quality
- We embrace change and deliver outcomes

Key Stakeholders

Internal: Employees and management at all levels

External: Airline and Ground Handling Companies, Security Agencies, Government Agencies, Travelling Public

Key Capabilities Required to Perform Role

Educational Qualifications:

- Tertiary Qualifications or related certificate in Tourism/Hospitality or Airport Management (Desirable)

Professional Experience:

- Customer Service experience in a busy operational environment
- Experience in an Airport or Airline Environment (Desirable)

- Experience working with policies, procedures and guidelines

Specific Job Knowledge, Skills and Abilities:

- Fluency in a second language (desirable)
- Highly developed communication and interpersonal skills
- Good organisational, time, task, planning and priority management skills
- Good computer literacy
- Neat personal presentation wearing company uniform
- Strong problem-solving skills.

Certificates:

- Current First Aid Certificate

Physical Demands:

- Must be able to perform the required physical and psychological demands of the role.

