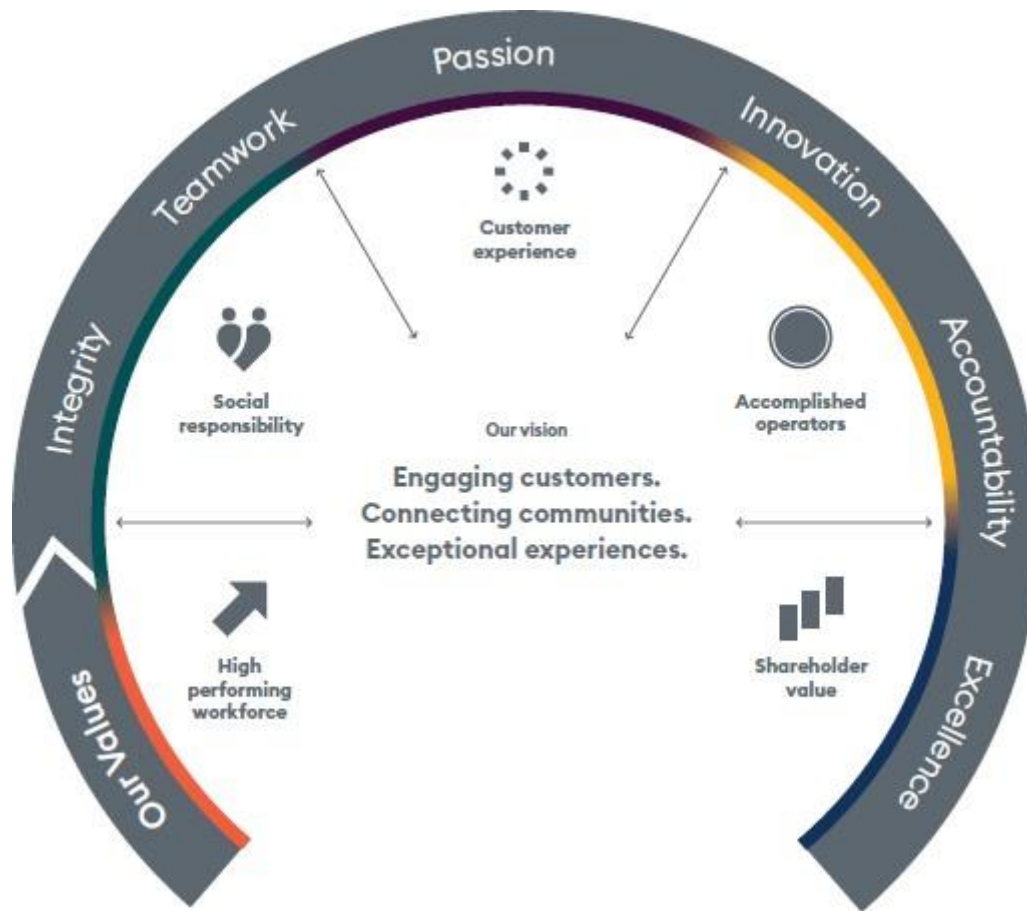


Gold Coast Airport Pty Ltd Role Description



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 influence the right behaviours when making decisions to achieve our Vision

Position Title: Terminal Operations Controller

Location: Gold Coast Airport (GCA)

Department: Operations and Service Delivery

Reports to: Manager Terminal

Reporting to this position: Nil

Position Purpose

To provide an on-floor presence, primarily within the terminal departures lounge and baggage reclaim area with a focus on the facilitation of swing operations, queue management and passenger marshalling support.

To deliver exceptional customer service whilst managing general customer and lost property enquiries.

Job Role Requirements

Objective 1: Terminal Operations

- Manage queuing at boarding gates and security checkpoints as required
- Monitor, facilitate and communicate the swing operation of terminal areas as required
- Provide marshalling guidance to passengers on tarmac as required
- Lost Property management including enquiries, registration and collection processes
- Hidden Disability programme administration including enquiries and lanyard distribution
- Any other duties as requested by the Terminal Manager or Duty Managers

Objective 2: Customer Service

- Provide guidance and assistance to customers and terminal users
- Provide accurate and timely information regarding Gold Coast Airport's services and facilities
- Monitor customer service standards and presentation of facilities, initiate remedial action to ensure standards are maintained.

Objective 3: Fire Safety & Emergency Preparedness

- Provide initial first aid response for terminal medical incidents
- Provide support to the Duty Managers in response to a terminal fire alarm including zone warden or Communications Officer procedures
- Provide support as directed by the Terminal Manager or Duty Manager during an emergency incident

Objective 4: Project Participation / Innovation / Continuous Improvement

- Display a pro-active, positive approach as part of the Gold Coast Airport Team
- Seek to continuously improve processes and build strong working relationships with internal and external customers.

Objective 5: Workplace Health & Safety, Environmental and Aviation Safety & Security

- Take reasonable care for your health and safety and that of others
- 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
- 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

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 staff and ground handlers, government agencies, security staff and other Airport stakeholders and the community

Key Capabilities Required to Perform Role

Educational Qualifications:

- Nil required

Professional Experience:

- Minimum of 2 years' experience in a customer service role in a busy operational or retail environment

Specific Job Knowledge, Skills and Abilities:

- Demonstrate effective communication skills, both written and verbal
- Excellent interpersonal skills
- Neat personal presentation wearing a company uniform
- Highly motivated with an ability to work independently to carry tasks to completion with minimal supervision
- Language skill desirable
- Experiencing working with policies, procedures and guidelines
- Good problem solving, decision making and negotiation skills
- Good organisational, time, task, planning and priority management skills
- Good computer literacy (word, excel, internet, email)
- Experience in conflict resolution and dealing with difficult situations
- Have a sound ability to respond calmly in emergency situations
- High multilingual Awareness and enjoy working with people of all cultures, ethnic groups and ages
- Be willing to comply with QAL's DAMP guidelines
- Be willing to comply with Gold Coast Airport's Emergency Procedures

Certificates:

- Current First Aid Certificate

Physical Demands:

- Must be able to stand and exert well-paced mobility for duration of shift
- Must be able to bend, squat, stretch and lift to fulfil tasks

ACKNOWLEDGMENT

I acknowledge that I have read and understood the key result areas described in this Role Description and agree to carry out my duties and responsibilities to the best of my ability. I assert that there are no limitations on my ability to fully perform the position for the company. I also understand that at times I may be required to undertake other duties relevant to the position that are not listed in this statement. I acknowledge my employer's right to alter this Role Description from time to time in accordance with company requirements.

Name

Date

Signature