

Position Title:	Customer Experience and Airport Operations Officer
Reports to:	Operations Team Coordinator
Direct reports:	Nil
Review date:	August 2020

Position objective

The role of the Customer Experience and Airport Operations Officer (CEAEO) is to strive to exceed customer expectations, both internal and external, by providing operational services to the public, the Airlines and other Airport tenants. This covers the entire Airport precinct, including the carparks, terminal, front of house, shuttle service and airside areas. Customer Experience and Airport Operations Officers are responsible for ensuring a safe, secure, professional, friendly, and efficient environment for Newcastle Airport Pty Limited (NAPL) customers and tenants.

Newcastle Airport's Values

TRUST - always acts with integrity

ENGAGED - passionately exchanges thoughts and ideas to generate an actively creative environment

COMMITTED - doing what you'll say you do

ACCOUNTABLE - having the courage to be held accountable and to hold others accountable

RESULTS DRIVEN - strive to ensure results are achieved

Key accountabilities and responsibilities

Effective provision of professional service which includes the following elements:

- > Provide a high level of customer service in all interactions, in line with NAPL's Customer Service Charter;
- > Ensure NAPL safety, security and operational policies and procedures are adhered to and applied by airport stakeholders;
- > Compliance with legislative, licensing, security and safety regulations;
- > Proactively monitor and respond to events/ incidents, and appropriately report matters in accordance with NAPL policy;
- > Provide First Aid response to incidents for NAPL internal and external customers;
- > Marshal aircraft in accordance with NAPL standard operating procedures (SOPs) and training, ensuring apron safety and compliance;
- > Conduct Taxiway/ Apron Inspections, monitor and report on hazards, defects, unserviceability, wildlife and lighting. Report matters in accordance with NAPL policy;
- > Maintain a safe environment for all staff and visitors, and monitor apron for safety and compliance. Ensure NAPL policies and procedures are adhered to and applied by airport stakeholders;
- > Conduct CBS oversized items processing in accordance with NAPL SOPs and training;
- > Respond, troubleshoot and rectify CBS faults for X-Rays, conveyors and system stoppages;
- > Safely transport NAPL customers from the terminal and LSS Carpark in the LSS Shuttle Bus, ensuring a high level of customer service;
- > Issue Visitor Passes in accordance with VMS policy and procedure, ensuring compliance for AMS audits;
- > Issue infringements to vehicles identified in breach of precinct parking rules and regulations;
- > Provide Skidata car park/ pay station response. Offer customer assistance, conduct general maintenance, troubleshoot and rectify system faults and outages;
- > Conduct terminal maintenance and serviceability inspections and report matters in a timely manner and in accordance with NAPL policies;
- > Manage Front of House Drop Off and Pick Up Zone traffic flow, to maximise efficiency;

- > Provide support and assistance to NAPL teams with set up of events, minor maintenance and ASIC supervision; and
- > Complete any other duties within your skills and abilities, as required by your Manager.

Qualifications and experience

Essential:

- > Current Driver's License
- > Customer service experience
- > First Response medical qualifications
- > Computer literate with an understanding of the Microsoft Office suite software

Desirable:

- > Experience or qualifications in aviation operations or in an Airport environment
- > Previous experience in manual handling environment
- > Current Light Rigid Motor Vehicle License

Work Health and Safety

While at work NAPL workers must:

- > Take reasonable care for their own health and safety
- > Take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons
- > Comply with any reasonable instruction that is given to allow NAPL to comply with the WHS Act
- > Cooperate with NAPL policies and procedures relating to health or safety.

Value Behaviours

Our culture is underpinned by core values and behaviours, which define how we do business. All employees are expected to demonstrate our values and behaviours at all times, as follows:

Value	Behaviours
Trust Always acts with integrity	✓ Practices open and transparent communication.
	✓ Is a supportive team player.
	✓ Consistently demonstrates honesty and ethical behaviour.
	✓ Demonstrates a healthy respect for others, equality and inclusiveness.
	✓ Applies an open door policy and is willing to offer input and ask for help.
Engaged Passionately exchanges thoughts and ideas to generate an actively creative environment	✓ Supports other staff in need across the business.
	✓ Shares knowledge and collaborates with others.
	✓ Approaches work with a positive attitude.
	✓ Supports progressive and forward thinking.
Committed Doing what you say you'll do	✓ Helpful and assists other staff / teams in need wherever possible.
	✓ Consistently "walks the talk" by doing what they say they'll do.
	✓ Consistently demonstrates a "can do" attitude.
	✓ Reliable and consistent in their approach to work.
	✓ Open and adaptable to change to meet the growing needs of our business.
	✓ Open to giving and receiving constructive feedback as an opportunity to learn.

Value	Behaviours
Accountable Having the courage to be held accountable and to hold others accountable	✓ Takes responsibility for their actions.
	✓ Proactively seeks advice and input from others to stimulate learning and innovation.
	✓ Is committed to being truthful with each other.
	✓ Applies consistent standards across the organisation.
Results Driven Strive to ensure results are achieved	✓ Adopts a strategic approach to achieve business goals.
	✓ Adopts big picture thinking and commitment to achieving business goals.
	✓ Ensures goals are clearly understood which they are focussed on achieving.
	✓ Employs effective strategies to ensure goals are achievable.
	✓ Prioritises own work effectively and communicates capacity constraints early.

Position description approved

Employee _____ Date _____

Supervisor _____ Date _____

Work Environment Description

The following work environment description outlines the inherent requirements of the Customer Experience and Airport Operations Officer role and indicates how frequently each of these requirements would be performed.

NAPL is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

Administrative	Frequency
Telephone Use	Occasionally
General computer use	Frequently
Extensive keying/data entry	Occasionally
Graphical/analytical based	Never
Sitting at a desk	Occasionally
Standing for long periods	Frequently
Designated workstation	Occasionally

Standard Hours	Frequency
Flexible working hours	Never
Fixed or specified start/finish times	Frequently

Newcastle Airport Pty Limited Position Description



Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Frequently
Frequent overtime	Occasionally
Rostered shift work	Frequently

Other	Frequency
Uniform required	Frequently
Personal Protective Equipment (PPE) required	Frequently