

Position Description

Title: Terminal Services Co-ordinator **Designation:** Permanent
Work Unit: Commercial **Position number:** A4610
Staff Supervised: Nil **Responsible to:** Terminal & Property
Manager Alice Springs Airport

Primary Objective

Ensure smooth day to day running of the Airport Terminal, other airport property assets and all associated infrastructure at Alice Springs Airport, and to provide general administrative assistance to the Airport Management Centre team.

Key Responsibilities

- Provide administrative support to the General Manager.
- Provide administrative assistance to the Terminal & Property Manager in the operation and management of Airport Property.
- Maintain and file or archive necessary commercial agreements and supporting documentation.
- Supervise cleaning contract.
- Monitor and report on consumption of utility services such as electricity, water and telecommunications.
- Accept fault reports then prepare purchase orders and reconcile invoices for contractors undertaking property repairs.
- Manage day to day car park control including PINs assessment and CDS control system operation.
- Assist in the preparation of monthly reports to NTAPL.
- Assist and support Receptionist, Operations Services Co-ordinator and other staff.
- Provide customer services during peaks on weekends and public holidays on a shared rotating roster and time in lieu makeup.

Selection Criteria

Essential

1. Demonstrated ability to conduct all dealings with clients and staff in a professional manner with a desire to achieve a high level of goodwill and customer satisfaction.
2. Proven interest in achieving a pride in customer service standards and terminal presentation.

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3. Ability to ensure passenger, customer and contractor satisfaction by assisting the resolution of problems in a helpful and courteous manner.
4. Understanding of basic bookkeeping skills and demonstrated computer literacy including experience in word processing and spreadsheets.
5. Ability to maintain commercial confidentiality and an understanding of aviation and physical security procedures.
6. Eligibility to hold an Aviation Security Identification Card and pass an Australian Federal Police Check.
7. Hold an NT drivers licence or have ability to obtain an NT drivers licence.

Desirable

1. Knowledge of office systems, machines and practices.
2. Interest in aviation and airport issues.

Key Performance Indicators

- Continually identify ways to improve communication and relationships with internal and external stakeholders.
- Continually identify ways to provide cost savings/benefits to the Commercial Department through more efficient process.
- Demonstrate a broadening knowledge of the airport environment.

Approved Chief Executive Officer