Facilities Support Officer
POSITION DESCRIPTION



Position Number:	1079
Department:	Organisational Services
Section:	Airport
Unit:	Administration
Position Status:	Fixed Term Full Time
Classification:	Level 3 - Rockhampton Regional Council Internal Employees Certified Agreement 2025
Reports To:	Commercial Supervisor
Revised:	October 2026

General Position Statement

This position supports Council's direction by providing administration support in a professional, efficient and confidential manner ensuring the development of good working relationships with all staff, Airport stakeholders and the public.

Specific Responsibilities

The successful candidate must be able to fulfil the following position responsibilities.

- Collate and complete the administrative functions associated with scheduling maintenance works in an efficient manner to ensure a high standard of overall customer service.
- Provision of high-level assistance, coordinating contractors, and escorting contractors whilst on-site.
- Provide advice to personnel and contractors and liaise with internal and external stakeholders on airport facilities issues.
- Review contractors work has been completed within timelines, work reports are received, issue invoices correctly, ensure corrective maintenance requirements are actioned and provide recommendations to the Supervisor Facilities.
- Provision of high-level assistance with maintaining a contractor permit register that contractors are required to hold.
- Provide high level assistance to the Supervisor Facilities in coordinating the day-to day maintenance schedule.
- Prepare, raise monitor and receipt financial requisitions and orders through to completion in line with organisational policies and procedures.
- Perform a daily inspection of the critical areas of the terminal buildings ensuring cleanliness and operational safety in common public user areas.
- Build and maintain a strong working relationship with the contracted cleaners and internal & external stakeholders to address issues promptly and effectively.
- Proactively identify, prioritise and problem solve any issues with completed works and work schedules.
- Manage a register for stock levels of consumables required by the airport.

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- Provision of administrative support to the Airport Management Team including filing, mail distribution, data entry, word processing, spreadsheets, telephone answering and other administration tasks.
- Provision of high-level assistance and administrative support to the Section exercising good judgement, initiative, confidentiality and sensitivity in the performance of work.
- Provide assistance with the airport operational and compliance requirements in accordance with applicable legislation and regulations.
- Administer airport's safety and security related functions in accordance with relevant manuals, plans and procedures as directed.
- Contribute to ensuring all systems and procedures are up to date and follow ever changing policies and legislation, to assist the operations team with meeting compliance standards.
- Coordinate the airport administration team procedures manuals and distribution lists ensuring they are current and accurate.
- Provide administrative support for service agreements, maintenance schedules, maintenance requests, deliveries and minor procurement activities.
- Undertake meeting management, including preparation of agendas and recording and preparation of minutes.
- Mentor, assist and provide training for the airport administration team when directed by the Supervisor.
- Airport security related tasks, including the issue of visitor passes, security keys and other matters in accordance with the Airport's Transport Security Program.
- Act as a first point of contact for customers and manage operational/service related complaints, and issues to ensure prompt identification and appropriate action.
- Assist Senior Officers where required.
- Refer matters that may impact upon the business, Council and employees to the relevant Supervisor or Manager.
- Undertake other relevant duties as directed, consistent with skills, competence and training.

Position Requirements

Your suitability for this role will be assessed against the following competencies.

Skills/Competencies

- A high level of accuracy and attention to detail is vital.
- Demonstrated ability to prioritise and schedule tasks efficiently, accurately and in a professional manner.
- Ability to demonstrate the understanding of the maintenance scheduling process.
- Exercise initiative in forward planning of works and resource scheduling to ensure maintenance works are performed in a safe and effective manner.
- Well-developed communication (oral and written) and interpersonal skills relevant to the position and strongly focused on the provision of quality customer service.
- Thorough working knowledge of activities performed within the Section.
- Developing knowledge of the various Acts and Codes that relate to the Building and Construction Industry.
- Conflict resolution and negotiation skills.
- Solid time management, planning and organisational skills.

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- Ability to effectively operate Council's computer systems including Ci Anywhere Suite (R1 and ECM), RGIS, Pathway and the MS Office Suite. In particular advanced knowledge of Word and Excel.
- Decision Making – Ability to use sound judgement to make the best decision based on information gathered and analysed within the boundaries of the role.
- Problem Solving – Ability to analyse problems by gathering information and develop a solution (in line with role responsibilities) or options and make a recommendation.
- Communicate Effectively – Ability to communicate with others verbally and in writing to meet requirements of the role.
- Teamwork and Collaboration – Ability to work together with others to achieve common goals both within immediate team and teams across Council.
- Time Management – Ability to plan and organise tasks/work to meet objectives of the role.
- Deliver Excellent Customer Service – Ability to meet customers' expectations around safety, time, cost and quality.

Qualifications and Experience

- Trade qualifications in Building and Construction and / or demonstrated experience in a Maintenance Scheduling / Dispatch (or similar) environment.

Special Requirements

- Compliance with the Airport Drug and Alcohol Management Plan (DAMP) and the requirements of the Civil Aviation Safety Regulation Part 99. In accordance with the Airport's DAMP, pre-employment testing for the presence of certain drugs and/or alcohol will be required. The position is also subject to random testing for the presence of certain drugs and/or alcohol during work hours, and the offences included in the Civil Aviation Safety Regulation Part 99 will apply.
- An ongoing condition of employment for this position is that the employee must meet the requirements necessary to possess an Aviation Security Identity Card (ASIC). To qualify for an ASIC, applicants must periodically submit to Police background, politically motivated violence and Australian citizenship checks (checks are arranged by Council).

Behaviours

- *Customer Service* – Ensure service delivery and advice remain focused on Council's customers and community outcomes.
- *Safety* – Carry out your duties in a safe manner whilst ensuring the safety of your team members and customers, in accordance with Council's Health and Safety Duty Statements and associated safety policies / procedures.
- *Code of Conduct* – Act in accordance with Council's Code of Conduct.
- *Council Values* – Demonstrate behaviours aligned to Council's values: *One Team, Accountable, Customer Focused, Continuous Improvement and People Development.*

Additional Requirements

- Ability to work in an office and outdoor environment.
- Ability to legally operate a motor vehicle under a "C" Class Licence.
- Provision of a satisfactory Criminal History Check - Police Certificate (Australia Wide Name Only Police Check).

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Delegations and Authorisations

Financial, Administrative and Corporate Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.

Legislative Sub-Delegations and Authorisations may also be applicable to this position and are detailed in the external public registers. Both registers are available on Council's Intranet.

Acknowledgement

This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Authorised By:	Manager
Signature:	
Date:	
Employee Name:	
Employee Signature:	
Date:	