

Administration Officer

POSITION DESCRIPTION



Position Number:	3352
Department:	Corporate Services
Section:	Airport
Unit:	Operations Compliance
Position Status:	Permanent Full Time
Classification:	Level 2 – Rockhampton Regional Council Certified Agreement 2018 – Internal Employees
Reports To:	Compliance Administration Officer
Revised:	June 2022

General Position Statement

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

Performance standards and expectations relating to this position will be detailed in the individual performance plan.

Specific Responsibilities

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

- Provision of administrative support to the Airport Management Team including diary management, filing, mail distribution, data entry, word processing, spreadsheets, telephone answering and other administration tasks as required.
- Provision of high level assistance and administrative support to the Airport Operations Unit demonstrating a high degree of judgement, initiative, confidentiality and sensitivity in the performance of work.
- Assist with the production, review and distribution of the Airport's operational manuals, plans and procedures.
- Administer Airport's safety and security related functions in accordance with relevant manuals, plans and procedures as directed.
- Administer the Aerodromes Wildlife Management Plan and ADA's as directed.
- Review the operational AVCRM reporting system regularly and liaise with the Compliance Administration Officer if any issues arise
- 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 of CASA (MOS 139) / Department of Home Affairs , Department of Environment (Wildlife management)
- Contribute to maintaining deadlines according to the Airport's operational requirements.
- Provide administrative support for service agreements, maintenance schedules, maintenance requests, deliveries and minor procurement activities.

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- Undertake meeting management, including preparation of agendas and recording, preparation and issue of minutes.
- Airport security related tasks, including the issue of visitor identification cards, access devices, update of associated registers and other matters in accordance with the Airport's Transport Security Program.
- Conduct interviews, verify identification and assist in the issue and return of Aviation Security Identification Cards (ASIC).
- Act as a first point of contact for customers and contractors seeking assistance with Airport matters.
- Liaise with screening contractor to implement continual improvement of reporting and billing processes.
- Assist with implementation of Airport CCTV system, including protocol, camera mapping, serviceability of cameras and review/extraction of footage.
- Work with Airport Management and Operations Supervisors on projects and issues as directed, in particular introduction of new security measures and procedures.
- Conduct inductions including testing and assessing of participants questionnaires.
- Review and action operational/service related complaints and issues effectively to ensure prompt identification and appropriate action.
- Act with a degree of initiative to assist the section.
- Assist Senior Officers where required.
- Refer matters that may impact upon the business, Council and employees to the relevant Team Leader, Supervisor, Coordinator 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 attention to detail is vital to effectively administer Airport compliance and operational matters, in particular aviation security and MOS139
- Thorough knowledge of activities performed within the Operations unit and an understanding of other units in the Section and Council.
- Comprehensive knowledge of work practices and policies relevant to the Section.
- Proven ability to maintain a high degree of confidentiality and sensitivity.
- Ability to work under pressure within a heavily regulated environment.
- 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.
- Problem Solving – Ability to analyse problems by gathering information and develop a solution (in line with role responsibilities) or options and make a recommendation.
- Deliver Excellent Customer Service – Ability to meet customers' expectations around safety, time, cost and quality.
- Ability to effectively operate Council's computer systems including the Ci Anywhere Suite (R1 and ECM), Pathway, MS Office Suite, PassagePoint, Gallagher and VideoXpert.

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Desirable Qualifications and Experience

- Experience in a local government environment.
- Experience working within an aviation environment and knowledge of associated legislation.
- Experience in Quality assurance and Safety Management systems.
- Studying towards or completed a qualification relevant to the position (e.g. Certificate III in Business Administration) and/or relevant work experience in a similar environment.

Special Requirements – Essential

- Compliance with the Airport Drug and Alcohol Management Plan (DAMP) and the requirements of the Civil Aviation Safety Regulations 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 Identification 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 that you are focused on our customer/s when carrying out your responsibilities.
- *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* – Ensure that your behaviour is aligned with the Code of Conduct.
- *Council Values* – Ensure that your behaviour is aligned with the values statement adopted by Council: *One Team, Accountable, Customer Focused, Continuous Improvement and People Development*.

Additional Requirements

- Ability to work in an office environment.
- Ability to work in an 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).
- Ability to work with screen based equipment over long periods with prescribed rest breaks.

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.

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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:	