

# ***GOLDEN EAGLE AIRLINES***

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## **INFORMATION FOR APPLICANTS**

### **CUSTOMER SERVICES OFFICERS AIRCRAFT GROUND HANDLING OPERATIONS, CURTIN AIRPORT**

#### **BACKGROUND**

Golden Eagle Airlines is an aircraft charter company which provides aircraft charter services, regional airline services, aircraft ground handling operations and air cargo delivery and pick up services in Port Hedland, Broome, Derby, Curtin and Kununurra airports.

#### **THE POSITIONS**

This position involves working as part of a team to carry out ground handling operations for major airlines at Curtin Airport. Duties will include baggage handling, freight handling and delivery, passenger check-in, customer service duties and other related duties as required. Training will be provided.

#### **THE PEOPLE**

The people we are looking for will have well developed communication and interpersonal skills, an ability to work as part of a team, strong customer focus with an ability to anticipate customer needs and proven commitment to safety and a safe, harmonious work place.

#### **SALARY AND CONDITIONS**

This is a casual position currently Tuesday to Thursday from 0700 to 1200 with extensions to cover flight delays and other/additional days as required to meet aircraft operator requirements. The commencing wage will be paid at a casual rate of \$23 per hour. Golden Eagle Airlines provides superannuation in accordance with the Federal Superannuation Guarantee Legislation.

#### **TRAINING**

Training for this position will be provided on the job. The successful applicant will also be required to attend inductions for work sites that they will need to enter.

#### **APPLICATIONS**

Please write a letter showing how you meet the selection criteria listed on the attached job description form. Please hand deliver or email this letter and your resume together with any other documentation in support of your application to our Manager Airline Operations at our Derby Office at Derby Airport during office hours. Our email address is [airlineops@goldeneagleairlines.com](mailto:airlineops@goldeneagleairlines.com)

If you require assistance or have any queries, please call us on 08 9191 1132.

# GOLDEN EAGLE AIRLINES JOB DESCRIPTION FORM

## 1. POSITION IDENTIFICATION

POSITION TITLE: CUSTOMER SERVICE OFFICER

## 2. POSITION RELATIONSHIPS

RESPONSIBILITIES TO: TITLE: GENERAL MANAGER

RESPONSIBILITIES TO: TITLE: MANAGER AIRLINE  
OPERATIONS

THIS POSITION: TITLE: CUSTOMER SERVICE OFFICER

## 3. KEY RESPONSIBILITIES

### Corporate

Each employee has a responsibility for the following integral aspects of our business:

- to provide each of our customers with a quality service that exceeds their expectations
- to have a commitment to safety and carry out all duties in a safe manner
- to have a commitment to co-workers to build harmonious relationships and work as a team
- to have a commitment to continuous improvement at a corporate and individual level

### Individual

As part of the aircraft ground handling team, carrying out customer service, check-in and ramp duties for a variety of aircraft ranging from light aircraft up to Boeing 767 size. Is responsible for assisting with Australian air Express and Golden Eagle Airlines freight operations and carrying out delivery and pick up schedules as required. Performs general administrative duties and other duties as directed.

#### **4. STATEMENT OF DUTIES**

1. Carries out customer service duties including passenger check-in, flight editing, post departure processing, baggage services and general customer service duties in accordance with Oz Jet and Golden Eagle Airlines procedure manuals.
2. Carries out ramp duties as part of a team in accordance with Oz Jet and Golden Eagle Airlines procedure manuals. These duties include handling baggage, unloading and loading aircraft, marshalling aircraft and other duties related to the safe and efficient handling of an aircraft turnaround.
3. Carries out freight duties in accordance with Australian air Express and Golden Eagle Airlines procedure manuals including the sorting and processing of freight, loading of delivery vehicles and the pick-up and delivery of freight as required.
4. Carries out administrative duties associated with ground handling and freight operations and ensures that paperwork is correctly completed after each flight.
5. Ensures that delivery vehicles and other ramp equipment is detailed on a weekly basis. Conduct daily maintenance checks on both delivery and ramp vehicle's before being used.
6. Assists when possible with general administrative duties and with other duties as required.

**5. SELECTION CRITERIA**

**ESSENTIAL**

1. A minimum of year 10 level of education or equivalent.
2. Must be physically fit and able to handle cargo and baggage.
3. Be able to demonstrate superior communication and interpersonal skills.
4. Possess good organisational skills and an ability to work as part of a team.
5. Be able to demonstrate initiative and an ability to follow instructions precisely.
6. A clean C Class Drivers Licence.
7. Basic computing skills.

**DESIRABLE**

1. Previous experience in customer service and baggage handling and Fork Lift Operators Certificate.

**6. APPOINTMENT FACTORS**

**LOCATION:** Curtin Airport

**EQUIPMENT OPERATED:** Ramp equipment such as tug, stairs, Disabled Passenger Lift and delivery vehicle.  
Computer equipment such as Personal computers, Baggage Tag and Boarding Pass printers.

**7. CERTIFICATION**

General Manager \_\_\_\_\_

Date \_\_\_\_\_

I have read and understood the contents of this document and commit to carrying out the duties associated with this position in accordance with this document and company policy and procedures manuals.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date