

GOLDEN EAGLE AIRLINES



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 and visiting aircraft at Port Hedland 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 PERSON

The person we are looking for will have strong leadership skills, 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

This successful applicant will be required to work Saturdays, Sundays and Monday mornings to cater primarily for Skywest flights and also take care of visiting aircraft when required. The commencing wage will be dependant on the skills and experience of the successful applicant and is negotiable.

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 office at Port Hedland Airport during office hours. Our email address is admin@goldeneagleairlines.com

If you require assistance or have any queries, please call us on 08 9140 1181.

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JOB DESCRIPTION

1 POSITION DETAILS

POSITION TITLE: GROUND OPERATIONS CO-ORDINATOR

LOCATION: PORT HEDLAND

2 REPORTING STRUCTURE

REPORTS TO: General Manager

THIS POSITION: Ground Operations Co-ordinator

REPORTS TO THIS POSITION: Ground Operations Staff

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

Responsible for the safe day to day co-ordination of aircraft handling operations including passenger check- in, aircraft handling and ensures that all other related duties are safely carried out in accordance with company procedures manual and to customer satisfaction. Liaises with key customers such as National Jet Systems and Skywest to ensure that services provided meet customers' needs. Carries out administrative duties associated with customer service and assists with management of accounts. Carries out other duties to ensure customers are provided with services that they require. Importantly the incumbent manages staffing infrastructure and administration in tandem with encouraging a harmonious working environment that is dominated by safety. This role involves coordinating adhoc charters; this includes quoting and securing external services to meet the demands of the customer.

4 STATEMENT OF DUTIES

- 1 Co-ordinates the safe provision of aircraft ground handling services including passenger check-in, aircraft handling, customer service and associated administrative duties. These duties include, but are not limited to, the following:
 - Ensures that appropriate preparation and planning is carried out for each aircraft movement to ensure a smooth turnaround for fixed ground handling contracts and adhoc charters as required.
 - Develops, monitors and improves efficiency in all ramp, load and check-in functions.
 - Ensures all staff are Dangerous goods qualified and remain current throughout their tenure
 - Ensures that there are adequate staffing levels for each flight by producing a roster 3 months in advance
 - Ensures that staff are well trained and equipped to carry out their duties. This includes maintaining training records.
 - Ensures that appropriate equipment is provided to safely carry out duties associated with each flight
 - Ensures that all duties are carried out in accordance with customer requirements and as laid down in applicable procedures manuals
 - Ensures that all ground handling equipment such as tow motors and the like are maintained in a continuous serviceable state
 - Ensures that all flights are appropriately closed out and that all follow up administrative duties associated with that flight are completed and forwarded to accounts in a timely manner
 - Liaises with National Jet Systems and Skywest to ensure that services are being provided in accordance with customer requirements
- 2 Liaises with General Manager and ensures that the GM is well informed regarding the state of aircraft handling operations and staff. Carries out directions given by General Manager in accordance with key responsibilities associated with this position.
- 3 Carries out general administrative duties including general office duties, answering telephones, assisting customers with enquiries associated with aircraft charter, air cargo and general enquiries.
- 4 Carries out other duties as required to ensure that our customers are receiving good service.

5 SELECTION CRITERIA

- 1 Superior communication and interpersonal management skills.
- 2 Demonstrated ability to lead and co-ordinate a team effectively.
- 3 Well developed written skills including an ability to develop and interpret policy and procedure documents.
- 5 Proven commitment to safety and a safe, harmonious work place.
- 6 Strong customer focus with an ability to anticipate customer needs and a demonstrated ability to respond to the ever changing demands of day to day passenger requirements particularly in the event of an aircraft delay.
- 7 Previous experience in and a good working knowledge of aircraft ground handling operations including safety aspects of the duties is desirable although not essential.
- 8 Proven commitment to continuous improvement.
- 9 A class driver's licence with a good driving record.

6 APPOINTMENT FACTORS

LOCATION: Port Hedland International Airport, Western Australia

7. CERTIFICATION

(i) GENERAL MANAGER

Signature:

Date:

- (ii)** As occupant of this position, I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

NAME

SIGNATURE