

## QUEENSTOWN AIRPORT

### POSITION DESCRIPTION

THIS POSITION DESCRIPTION PROVIDES AN INDICATIVE OUTLINE OF THE PURPOSE AND ACCOUNTABILITIES OF THE ROLE.

#### Title and Reporting Relationships

**Position Title:** Customer Services Representative

**Reports to:** Duty Manager

**Term:** Permanent

**Key relationships:**

- All Queenstown Airport Corporation (QAC) Managers and Employees
- Passengers and site visitors
- Airlines and Aircraft Handling Agents
- Government Agencies (CAA, MPI, AvSec, Customs, Police)
- Queenstown Commercial Stakeholders and Tenants
- Contractors

**Date:** July 2022

#### Overview of the position

This role exists to facilitate the safe, secure and efficient flow of passengers and visitors through the airport and provide excellent customer service.

#### Key Accountabilities:

##### Info Desk/Customer Experience

- Provide excellent customer service and handling of general enquiries over the phone, via email and face to face
- Assist other terminal users such as tenants, border agencies, airlines, contactors and all ground services
- Operate the security systems including issuing access cards and monitoring cameras
- Preparation and distribution of forecasted and daily schedules
- Conduct PA announcements and general admin duties

##### Airport Operations

- Assist in ensuring the smooth, safe and secure operation from car parks through the terminal to the aircraft
- Support the Duty Managers in the daily operations via continued communication and following direction
- Monitor and manage queuing areas and aid with passenger flow as required
- Monitor and coordinate the car parking areas through parking enforcement, managing the Skidata parking system and servicing of equipment
- Work alongside the airport community to resolve irregularities, disruptions, cancellations, extended delays or other impactful issues
- Liaise with the airport community to help facilitate on-time operations

- Monitoring, alerting and intervening in baggage handling operations ensuring the continued and efficient operation of the airport's baggage handling system
- Ensuring continued availability of passenger facilities including baggage trolleys and check-in kiosks
- Plan, prepare and monitor apron operations ensuring safe flow of passengers and the safe conduct of ground handling and aircraft operations.
- Supervise and escort, when required, visitors to the terminal

### **Compliance**

- Adhere to all safety and compliance regulations including CAA and MPI
- Ensure procedures and policies are adhered to
- Reporting of any compliance breaches
- Escalate significant issues to the Airport Duty Managers for visibility and resolution

### **Projects**

- Coordinate, manage and execute specific project work as required from time to time

The above list is not exhaustive – due to business needs, individuals may be required to carry out additional duties within the scope of Operations as directed by the Duty Managers, Airport Operations Manager and or the General Manager Operations and Safety.

### **Health and Safety:**

- Role model a "Safety and Security First" approach by ensuring full understanding and adherence to any safety and security policies, rules and work practices
- It is the responsibility of each individual to ensure personal health, safety, security and welfare and that of others who may be affected by individual's actions
- To report all hazards, accidents, incidents and workplace illnesses to the Airport Duty Manager, and record them in the appropriate system
- To cooperate fully with any rehabilitation plan where you are injured or become ill, to ensure a prompt return to work
- To use any personal protective safety equipment as required for safety
- Carry out duties as a fire warden and be a member of the airport emergency response team.

### **Minimum requirements**

Minimum of six months experience in a similar aviation role.

- A 'can do' attitude and a person who thinks on their feet
- Does not shy away from a challenge, is resilient and helps where needed
- Customer-focused with strong interpersonal skills
- A team player who works well with their colleagues
- Can work unsupervised and get tasks done in a timely manner
- Excellent attention to detail
- Work effectively under pressure with conflicting priorities
- Ability to multitask and keep your cool when it gets busy
- Strong conflict resolutions skills
- Excellent communication skills, both verbal and in writing
- A strong commitment to leading the way and driving a strong H&S culture

## About us

### **Mission**

*Proudly connecting our home to New Zealand and the world*

### **Vision**

*An innovative airport that people love to travel through, and the community takes pride in*

### **How we fly (our core values)**

#### **Do the Right Thing**

*We act with integrity and create long-term value balancing our responsibilities to our shareholders, community, people, and environment*

#### **We Get it Done**

*We're in it together and we take responsibility for performance and outcomes*

#### **Remarkable Every Day**

*We anticipate needs and exceed expectations*