

Townsville Airport Pty Ltd Position Description



Our Vision defines our purpose. Our seven value drivers guide our strategic direction. Within each driver are strategies to deliver our goals and realise our vision. These strategies drive our existing business and underpin any acquisitions. Our Values influence the right behaviours when making decisions to achieve our Vision.

Position Title: Receptionist

Location: Townsville

Department: Administration

Reports to: Senior Administrator

Reporting to this position: Nil

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Position Purpose

To provide exceptional customer service to all internal and external enquiries from clients, guests and visitors to the office.

Telephone calls answered greeting passengers and community members warmly to ascertain reason for calling and providing a solution or redirecting them to the correct source.

Ensure the smooth operation of the Reception area at all times and to support and assist the Administration team with administrative and secretarial tasks.

Job Position Requirements

Objective 1: Customer Experience

- As the first impression of the Townsville Airport Management team the reception role is to provide exceptional experiences to all visitors and callers to the Townsville Airport Management centre
- Being customer focused
- Handle customer enquiries and provide appropriate solutions and alternatives in a timely manner
- Engage with customers, community members as the professional, warm and efficient face of TAPL

Objective 2: Reception

- Greet visitors and provide beverages as required
- Assist with the issuing of VIC cards
- Answer incoming phone calls and assist with accurate information or transfer to the appropriate area
- Maintain phone system, including answering machine messages
- Keep reception area clean, tidy and welcoming
- Provide excellence customer service to both Internal and external stakeholders

Objective 3: Administration

- Empty dishwasher, order kitchen supplies and ensure the area is kept clean and tidy
- Distribute mail received from Australia Post and prepare outgoing mail for collection
- Distribute incoming and assist with sending outgoing faxes
- Update phone lists, contact lists and other relevant lists
- Undertake word processing, typing, binding, laminating, data entry, photocopying etc.
- Coordinate couriers and receive deliveries
- Ensure photocopiers and printers are in working order and supplies are stocked. Order supplies and log maintenance calls when necessary
- Peruse, scan, copy TAPL articles in newspapers and save to SharePoint
- Order catering for meetings and functions
- Manage appointments, photocopying etc. for ASIC processing
- Enter daily flight movements

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- Complete errands and other duties as requested by staff
- Ensure reception manual is accurate and up to date at all times
- Manage room bookings, create ad hoc invoices for recharging of room hire and forward to Accounts for processing
- Data entry of the ASQ Passenger Surveys
- Manage Reception and CSO weekly banking
- Assist with processing payments for ASICs, Parking Infringements and car parking
- Data entry of items and assistance with the Lost Property process
- Manage diaries and bookings as required

Objective 4: Office Supplies/Procurement

- Create monthly and Adhoc Purchase Orders and process invoices for payment
- Ensure stationery, office and terminal supplies are monitored, ordered, delivered and distributed promptly
- Recycle items where appropriate
- Complete PO's and book flights

Objective 5: Project Participation / Innovation / Continuous Improvement

- Build strong working relationships with internal and external stakeholders
- Effort is made to continuously maintain and improve the quality of WH&S procedures and tools for the site

Objective 6: Workplace Health & Safety, Environmental and Aviation Safety & Security

- Take reasonable care for your health and safety
- Take reasonable care for the health and safety of others including the implementation of risk control measures within your control to prevent injuries or illnesses
- Comply with any reasonable instruction in relation to WHS by the Company
- Co-operate with any reasonable policies and procedures of the QAL and associated entities including the reporting of hazards or incidents via the QAL reporting process
- All compliance requirements (e.g. legislative, policies, procedures) adhered to
- Other responsibilities as outlined in the QAL WHS management system
- Adhere to the locations Environmental Management System (EMS) as relevant to your work activities
- Attend EMS related training
- Adhere to relevant aviation safety and security requirements

Behavioural Expectations for all QAL Employees

QAL employees expected to demonstrate behaviour which is aligned to our core values:

Authentic

- We are true to ourselves and our communities.
- We build genuine connections and deliver on our promises with integrity.

Brave

- We dare to be different and inspire change.
- We pursue new opportunities with courage and challenge the status quo.

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Inclusive

- We celebrate difference and empower one another.
- We value every perspective and recognise that diversity makes us stronger.

Responsible

- We lead the way with purpose.
- We are accountable for our decisions.

Behavioural Objectives

Whether a team member without direct reports or an executive running a division, all employees at QAL lead in one way or another. They may lead self, lead others or lead business. As such within the Performance Conversations set each year, managers will seek to set clear behavioural expectations for your specific role on the year ahead. As a minimum expectation your role is expected to demonstrate the following behaviours always when carrying out the role objectives:

Team Member

- Role model the QAL Values
- Establish and maintain strong relationships with internal and external stakeholders
- Perform with pride a broad range of tasks competently as per the role requirements
- Uphold WHS and Regulatory obligations and comply with all policies
- Focus on continuous improvement both for company and self (including self driven learning, ability to take and act on constructive feedback and solution focused conversations)
- Demonstrate proactive, positive involvement as part of the team
- Exhibit teamwork through providing excellent service, inclusive behaviours and help to others (internal and external)
- Present a positive professional image for the company at all times

Key Stakeholders

Internal: Employees and management at all levels

External: Contractors, Consultants, Customers and the Community

Key Capabilities Required to Perform Role

Educational Qualifications:

- Cert II in Business Administration (Desirable)

Professional Experience:

- Customer Service experience is retail, hospitality or office preferred.
- Experience in basic administration skills such as photocopying, collating, binding and mail procedures
- Experience dealing with the public
- Accounts Payable experience

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Specific Job Knowledge, Skills and Abilities:

- Excellent customer service skills, Excellent personal presentation
- Good computer literacy (Microsoft Suite – Outlook, Word, PowerPoint, Excel)
- Strong organisational, time, task and priority management skills
- Good problem solving and decision-making skills
- Willing participant in training and future development.
- Extreme attention to detail.

Physical Demands:

- Must be able to perform the required physical and psychological demands of the role.

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ACKNOWLEDGMENT

I acknowledge that I have read and understood the key result areas described in this Role Description and agree to carry out my duties and responsibilities to the best of my ability. I assert that there are no limitations on my ability to fully perform the position for the company. I also understand that at times I may be required to undertake other duties relevant to the position that are not listed in this statement. I acknowledge my employer's right to alter this Role Description from time to time in accordance with company requirements.

Name

Date

Signature

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