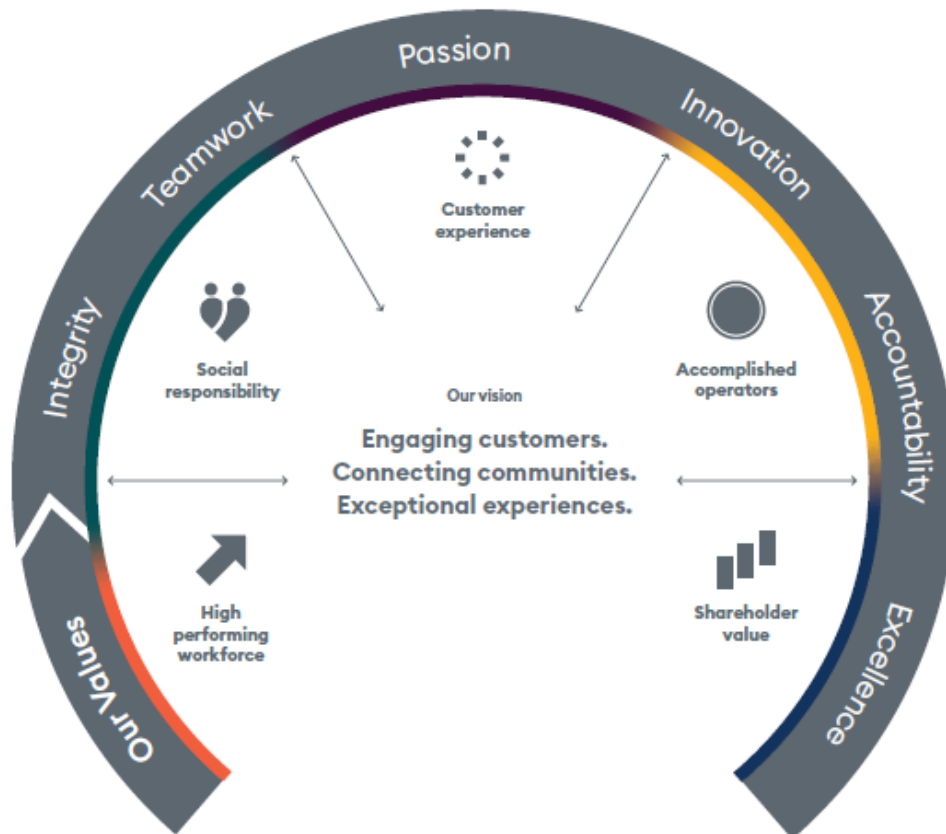


Queensland Airports Limited Role Description



Our Vision defines our purpose. Our five pillars guide our strategic direction. Within each pillar 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: Senior Administrator

Location: Townsville

Department: Mixed responsibilities

Reports to: General Manager

Reporting to this position: Nil

Position Purpose

To provide varied administration support functions across TAPL business units in a customer centric and professional manner and ensure the smooth operation of the reception area.

Job Role Requirements

Objective 1: Administration

- Provide secretarial support to all business units including diary management
- Ensure office areas including meeting rooms and kitchens are kept neat and tidy.
- Prepare routine correspondence and minutes as requested on behalf of all business units
- Data maintenance for ASQ surveys, lost property, daily flight movements
- Issuing of visitor passes
- Create purchase orders and adhoc invoices on behalf of all business units as requested
- Manage the ordering of stationery and catering for meetings/lunchboxes
- Coordinate couriers and receive deliveries
- Process payments for ASICs, Parking Infringements and online car parking
- Assist online car parking and ground transport customers with payment and access issues
- Manage petty cash processing
- Manage appointments, photocopying etc. for ASIC processing
- Maintain Insurance Certificates for respective leases for Townsville/Mount Isa and Longreach
- Assist with EOM processing for the commercial department
- Assist with coordinating in terminal activations as directed by the Customer Experience Manager

Objective 2: Reception

- 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
- 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
- Update phone lists, contact lists and other relevant lists
- Undertake word processing, typing, binding, laminating, data entry, photocopying etc.

Objective 3: Executive Assistant

- Provide professional and discrete assistance to the Executive and General Manager team
- Manage calendar priorities
- Attend executive meetings and take minutes / actions
- Make travel arrangements for staff
- Organise invitations, attendance, catering, room set-up and other duties for internal and external meetings.

Objective 4: Aviation

- All passes, cards keys and other identifiable material issues, recorded, received and documented effectively and efficiently in accordance with TAPL requirements.
- Provide efficient admin support to Aviation Department
- Maintain up to date procedures and policies with ever changing polices and legislation
- Knowledge of Finance One
- Knowledge of Risk Management System
- Maintain ProMaster Key Management system
- Maintain Titan Access Key system

Objective 5: Project Participation / Innovation / Continuous Improvement

- A proactive, positive involvement as part of the Administration Team
- Timely and effective management and ongoing innovation of Administration processes
- Seek to continuously improve processes and build strong working relationships with internal and external customers

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
- 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

Individual Behaviour Expectations

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

Teamwork

- Together we succeed
- Everyone is a customer
- We are inclusive and support each other

Innovation

- We think differently
- We are creative
- We share our experience to build new ideas

Accountability

- We take responsibility for our actions
- We all lead by example

- Safety and social responsibility are priorities

Integrity

- We value honesty, respect and fairness
- We do what we say
- We act in the best interests

Passion

- We are enthusiastic
- We care about what we deliver
- We take pride in our work

Excellence

- We have high performance standards
- We add value and deliver quality
- We embrace change and deliver outcomes

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 IV in Business Administration (Desirable)

Professional Experience:

- Customer Service experience is retail, hospitality or office preferred (2 years).
- Accounts Payable experience

Specific Job Knowledge, Skills and Abilities:

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

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 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