
Diamantina Shire Council

POSITION DESCRIPTION



SUSTAINABLY DEVELOPING THE OUTBACK

1.0 TITLE:	Airport Ground Handler
2.0 AWARD:	Queensland Local Government Industry (Stream B) Award – State 2017
3.0 SECTION:	Operational Services
4.0 CLASSIFICATION	Level 3
5.0 DEPARTMENT:	Infrastructure
6.0 BRANCH:	Strategic Services
7.0 LOCATION:	Bedourie

8.0 POSITION OBJECTIVE

To provide excellent customer service to passengers and Regional Express flight staff while completing duties associated with managing flight arrivals and departures at the Bedourie Airport.

9.0 REQUIREMENTS OF THE POSITION

a) Skills/Capabilities

- Ability to successfully complete all required training provided by Regional Express Airlines.
- Ability to work as a team member and contribute to team outcomes
- Willingness to learn.
- Ability to complete manual tasks.
- Ability to be flexible, reliable, honest and committed.

b) Knowledge

- Knowledge of all Regional Express procedures and instructions or a demonstrated ability to learn.
- Quality Assurance and Workplace Health and Safety processes
- Council's policies and procedures or a demonstrated ability to learn

c) Experience and/or qualifications

- Previous experience in a customer service role.
 - Current Queensland C Class Drivers Licence or ability to obtain
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10.0 KEY RESPONSIBILITIES OF THE POSITION

- 1) Complete administrative functions as required including maintenance of local procedures and filing reports.
- 2) Provide excellent customer service including keeping passengers informed of aircraft movements, making arrangements for passengers and their baggage when flights are interrupted, delayed or cancelled, and, if requested, provide special equipment or assistance to passengers such as unaccompanied minors or disabled passengers.
- 3) Handle lost, found and damaged property matters and report any irregularities discovered in passenger baggage or freight handling.
- 4) Process any complaints or claims as required.

- 5) Manage check-in of passengers including issuing of boarding passes, weighing and measuring of checked and cabin baggage.
- 6) Supervise and direct passengers from the aircraft to the terminal and baggage collection area.
- 7) Handle baggage in the baggage sorting area and load and unload baggage and freight from the aircraft.
- 8) Provide marshalling at arrival and departure in accordance with the Ground Handling Manual.
- 9) Complete all communications required in accordance with relevant procedures.
- 10) Maintain the security of apron area and terminal building and report any security related incidents.
- 11) Provide work progress reports to the Supervisor.
- 12) Communicate, solve and discuss work problems with other team members the Supervisor.
- 13) Assist with prompt responses to customer requests/enquiries and project a helpful and positive image of the Council and its staff.
- 14) Ensure that Councils Quality Assurance Program is adhered.
- 15) Comply with all Councils policies including but not limited to the Code of Conduct, Drug and Alcohol policy, Smoking policy and Workplace Bullying and Harassment Policy.
- 16) Perform other Council work as directed

Workplace Health and Safety Responsibilities

- 17) Undertake the responsibilities relevant to the position as specified in Schedule 1 – WH&S Obligation and Responsibility Statement as amended from time to time.

Note: An employee may be directed to carry out such duties as are within the limits of the employee's skill, competence and training. All employees have a legal obligation and are required to observe Council policies and procedures in relation to Code of Conduct, Confidentiality, Anti-Discrimination, Equal Employment Opportunity; Workplace Health & Safety; Employee Welfare; the Environment and Service Delivery Standards. Employees must also fulfil all recordkeeping responsibilities in accordance with relevant Information Standards and associated guidelines.

11.0 KEY SELECTION CRITERIA

- 1) Ability to successfully complete all required training provided by Regional Express Airlines.
- 2) Previous experience in a customer service role.
- 3) Ability to operate effectively in a team, contributing positively to team operations and working relationships in a friendly and flexible manner.
- 4) Ability to work under direct supervision whilst exercising initiative, judgement and enthusiasm.
- 5) Demonstrated commitment to Workplace Health and Safety policies and procedures.
- 6) Current Queensland 'C' Class Drivers Licence.

Note: As part of any recruitment for this position, Council may require the applicant to undertake a Criminal Records Check, Working with Children Check, Physical fitness/medical test, drug or alcohol test, relevant skill test, personality profile and/or psychometric testing prior to appointment. It is a condition of employment with DSC that all applicants agree to this requirement before appointment. Some positions require incumbent to undergo mandatory immunisation or provide medical documentary evidence of suitable immunisation as the work environment may involve exposure to areas identified as "at risk" work areas.

12.0 PHYSICAL DEMAND CATEGORY

SEDENTARY WORK						
Light Duty	Frequent lifting / carrying of objects weighing up to 5kgs					<input type="checkbox"/>
Work	Frequent lifting / carrying of objects weighing up to 10kgs					<input type="checkbox"/>
Heavy Work	Frequent lifting / carrying of objects not exceeding 25kgs					<input checked="" type="checkbox"/>
WORK ENVIRONMENT						
ATTRIBUTE			MANOEUVRE	FREQUENT	OCCASIONAL	NONE
Chemicals	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO	Bending	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Cold	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO	Squatting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Dampness	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO	Climbing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Fumes/gases	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO	Twisting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Heat / Humidity	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO	Reaching	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Heights	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO	PLANT OPERATION			

Noises	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO	Maximum seat rating of 120kgs						
SPECIFIC ACTIONS REQUIRED					AUDIO – VISUAL DEMANDS		REPETITIVE MOTIONS		
This job may include:									
Standing/Walking		Sitting		Driving		Hearing	<input type="checkbox"/>	Foot Movement	<input type="checkbox"/>
<input type="checkbox"/>	None	<input type="checkbox"/>	None	<input type="checkbox"/>	None	Depth Perception	<input type="checkbox"/>	Fine Manipulation	<input type="checkbox"/>
<input type="checkbox"/>	Occasional	<input checked="" type="checkbox"/>	Occasional	<input type="checkbox"/>	Occasional	Colour Discrimination	<input type="checkbox"/>	Pushing/Pulling	<input type="checkbox"/>
<input checked="" type="checkbox"/>	1-4 hrs	<input type="checkbox"/>	1-4 hrs	<input type="checkbox"/>	1-4 hrs	Peripheral Vision	<input type="checkbox"/>	Finger Dexterity	<input type="checkbox"/>
<input type="checkbox"/>	4-6 hrs	<input type="checkbox"/>	4-6 hrs	<input type="checkbox"/>	4-6 hrs			Simple Grasping	<input type="checkbox"/>
<input type="checkbox"/>	6-8 hrs	<input type="checkbox"/>	6-8 hrs	<input type="checkbox"/>	6-8 hrs				

13.0 ORGANISATIONAL RELATIONSHIPS / ACCOUNTABILITY

Reports to: Infrastructure Manager

Internal Liaisons: All Council Departments

External Liaisons: State and Local Government authorities as appropriate, suppliers and contractors, Councillors, community members/groups, and members of the general public.

14.0 EXTENT OF AUTHORITY

As per Council's Delegation Register

15.0 APPROVALS

Reviewed By: Trevor Stewart
Infrastructure Manager

Approved by: Leon Love
Chief Executive Officer

Signed:



Date: 31/03/2021

I, **[name]** have read and understood this Position Description Airport Ground Handler and accept the objectives and responsibilities of this position.

Applicant signature: _____

Date: ___/___/___