



**EAST KIMBERLEY CHAMBER OF COMMERCE AND
INDUSTRY**
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**OCCUPATION: Operations and Client Experience Officer (Aviation) (equivalent to
ANZSCO Skill Level 4) 29 March 2022**

Reports to: Operations Manager (or equivalent)

6-digit Code: 070499

Position description

The position of Operations and Client Experience Officer (Aviation) is responsible for supporting an Operations Manager (or equivalent) in the daily management of a flying schedule at a terminal, with a strong focus on coordinating services for all flight crew and clients, and in ensuring operations are running in a safe, systematic, and efficient manner in accordance with established procedures. The position is responsible for passenger movements to ensure transfers that are safe, efficient, and courteous. Operations and Client Experience Officers provide front-line customer service, which may include operating check-in counters, switchboard, and email communication. The role may include managing aspects of client reservations, including public passenger and charter. The role is also responsible for ground operations and office administration within a terminal, and for coordination of charter flights and freight distribution in conjunction with an Operations Manager (or equivalent).

Main duties and tasks include:

- Coordinating the operation of charter and scheduled flights and bookings, and allocating flight services according to service level agreements and contractual requirements
- Ground operations, including but not limited to check-in, baggage & freight acceptance and facilitation of flight departures and arrivals
- Point of contact for regular corporate and charter clients with regard to schedule changes, delays and general enquiries.
- Work with corporate and charter clients to customise required flight services
- Administration duties to ensure the smooth operation of the base, including but not limited to general inventory and ordering, banking, mail, and office upkeep.
- other incidental and peripheral but related duties as requested by the employer

Skills, qualifications and experience

- The skills, qualifications and experience as described in **Category 7** in the EK DAMA Information Guide.