

Job Title:	Administration Support Officer
Job No:	AA161
Dept/Business Unit:	Remote Pilot and Flight Safety Training
Accountable to:	National RPAS Training Manager and Operations Manager Flight Safety Training
Reporting to:	National RPAS Training Manager
Our Vision:	Creating aviation expertise and leadership
Our Values:	Work Together, Be Accountable, Act Innovatively, Deliver on Customer Needs

PURPOSE

The Administration Support Officer is responsible for providing a high level of customer service to our stakeholders and administration support to our Remote Pilot (RPAS) and Flight Safety Training (FST) teams to ensure an efficient and effective administration support function and customer interface is maintained.

DUTIES

Key accountabilities of this role include:

- Provide high level customer service to internal and external customers, including assisting with enquiries and managing client inductions.
- Schedule and monitor the hire of facilities with customers, updating and maintaining booking schedules as well as regularly communicating bookings with internal and external parties.
- Assist with training course planning and scheduling.
- Prepare and distribute training resources for students ensuring all relevant information is received prior to their course start date and any other required timeframes.
- Ensure classrooms are well maintained and operational for customer requirements.
- Provide general administrative support for the RPAS and FST teams including organising meetings, raising purchase orders, submitting forms to CASA, booking travel and accommodation and organising catering for meetings and events.
- Prepare and distribute training resources for students ensuring all relevant information is received prior to their course start date and any other required timeframes.
- Answer telephone and email enquiries in a timely manner to ensure a high level of customer service is maintained.
- Participate in evaluation, quality assurance and continuous improvement processes.
- Undertake other duties as required by the accountable / reporting manager and senior management.
- Comply with the requirements of Aviation Australia's:
 - Code of Conduct

- Work Health and Safety legislation
- Policies and procedures

AUTHORITIES

The Administration Support Officer has the authority to:

- Counsel and/or discipline students in compliance with the organisation's policies and procedures.

SELECTION CRITERIA**Qualifications**Essential

- Current car driver's licence.

Desirable

- A recognised qualification in an administrative discipline or equivalent experience.

ExperienceEssential

- Previous experience in a reception, customer service or administrative role.

Desirable

- Administration experience in the vocational training sector or in a training / learning and development environment.

Knowledge and SkillsEssential

- Demonstrated experience and/or knowledge of how to effectively contribute to a workplace that is safe from discrimination, bullying, harassment and sexual harassment.
- Excellent customer service skills with the ability to display a courteous and professional manner at all times.
- Excellent interpersonal, written and oral communication skills.
- High level attention to detail and accuracy.
- Strong computer literacy skills with proficiency in Microsoft Office suite of applications and the ability to become an effective user of new computer systems.
- Demonstrated ability to resolve issues through negotiation and consultation with other team members.
- Well-developed problem-solving skills.
- Demonstrated ability to deal with sensitive issues and maintain confidentiality.

- Ability to interpret and apply legislation, regulations, policies and procedures.
- Strong organisational skills with the capacity to prioritise work, deal with competing demands, manage time effectively and ensure completion of tasks within deadlines.
- Preparedness to undertake training as required.

Personal QualitiesEssential

- Enthusiastic, energetic and motivated approach to work.
- Assertiveness and an ability to remain professional and measured in approach, regardless of the situation.
- Actively contribute to ensuring the workplace is a safe environment for everyone by challenging actions or behaviours that could be improved upon or that are inappropriate.
- Ability to work both independently and within a flexible team environment.
- Ability to foster a customer focused working environment and build and maintain rapport with staff and students.
- Ability to interact with internal and external customers from diverse cultural backgrounds, displaying awareness of cross-cultural communication issues.
- Willingness and ability to demonstrate initiative and accept responsibility.

JOB DESCRIPTION AGREED

Employee Name: _____ Date: _____

Signature: _____