



## **Airport Customer Service Attendant**

### **About the Organisation**

Broome International Airport (BIA) is a regional airport that hosts the gateway to Australia's spectacular Kimberley region in north Western Australia. Being a privately owned commercial airport, BIA has a strategic vision for sustainable growth along with a strong focus around major facility upgrades to support Broome (and surrounding areas), tourists, corporate and oil and gas industry travellers for optimised travelling experiences.

BIA is uniquely situated in the heart of Broome where the adventurous town is home to the picturesque and famous Cable Beach. The tropical retreats within boast a history rich in pearling and multiculturalism where its friendly locals share laidback lifestyles and proudly host many magical attractions.

### **About the position**

BIA is excited to share an exciting career opportunity for an **Airport Customer Service Attendant** to join their dedicated and friendly team in a part time, ongoing basis.

This role is responsible for providing safe and effective passenger and vehicle movements on landside areas of terminal and attend to technical issues of paid parking boom gates. Other duties will include but not limited to, acting/ reporting on any safety concerns or breaches and general cleaning to ensure work areas are clear of rubbish including returning baggage trolleys to appropriate locations.

**This is a Broome based role and not FIFO. Preference will be given to Broome community member or candidate relocating to Broome on permanent basis.**

### **About the person we seek**

As the ideal candidate, you will possess strong communication skills to greet and assist passengers on kerbside drop off area and ensuring compliance to drop off zone along with periodic patrols for car park management and traffic breaches. Your excellent problem solving and negotiating skills will enable you to effectively identify and address any areas of concern and resolve situations in a highly professional manner.

As the successful applicant, you will have a current C Class manual driver's licence with an ability to obtain Aviation Security Identification Card (ASIC) checks and comply with BIA Drug and Alcohol Management Plan (DAMP).

Knowledge of the aviation sector or similar industry will be highly regarded but not essential.

### **About the benefits we offer**

As an employer of choice, BIA promotes a culture focused on its people and encourages ongoing professional development and training needs. A competitive remuneration package along with ongoing health and wellness initiatives, Employee Assistance Program (EAP),

discounted rates on airport retail and resort accommodation, flight tax reimbursements and superannuation salary sacrificing are also on offer.

Additional employee benefits include health and wellness initiatives, Employee Assistance Program (EAP), discounted rates on airport retail and resort accommodation, flight tax reimbursements and superannuation salary sacrificing!

### **How to apply**

Interested applicants are encouraged to apply by submitting a Cover Letter, Current Resume and completed **Application for Employment** form which can be download on our website: [www.broomeair.com.au/careers-bia](http://www.broomeair.com.au/careers-bia)

*\*\* PIs note, applications received without completed Application of Employment form may be excluded from further recruitment processes.*

For further information please contact General Manager – Operations & Passenger Experience on 08 9194 0600 or email: [hr@broomeair.com.au](mailto:hr@broomeair.com.au)

Broome International Airport is committed to equal employment opportunities, embraces diversity, and encourages applicants from all different backgrounds to apply.